
NAVAL FACILITIES ENGINEERING COMMAND
GUIDE PERFORMANCE WORK STATEMENT (GPWS)
FOR
PEST CONTROL SERVICES
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PREPARED BY:
SOUTHERN DIVISION, NAVAL FACILITIES ENGINEERING COMMAND
CHARLESTON, SC

THIS GUIDE PERFORMANCE WORK STATEMENT HAS BEEN REVIEWED AND APPROVED BY:

G. M. CRAFT, CAPT, CEC USN
DIRECTOR OF PUBLIC WORKS SUPPORT
NAVAL FACILITIES ENGINEERING COMMAND

DATE

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USER'S GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
PEST CONTROL SERVICES

I. INTRODUCTION

A. Purpose. This NAVFAC Guide Performance Work Statement (GPWS) provides assistance in preparing facilities support contracts to procure pest control services. Contracts for such services may be a continuing contracting effort or conversion of services from in-house to contract performance under the Commercial Activities (CA) program. This NAVFAC GPWS may be used in either application. This GPWS Package consists of a User's Guide; guide contract sections B, C, and J in the Uniform Contract Format (UCF); and a Quality Assurance (QA) Guide.

1. NAVFAC Manual MO-327, Facility Support Contract Quality Management Manual, provides extensive information on the preparation of NAVFAC facilities support contracts, from guidance on acquisition planning through the entire Performance Work Statement and surveillance program development process. This User's Guide is to be used in conjunction with the NAVFAC MO-327 in developing a PWS for pest control services. The guide provides specific guidance on developing and tailoring this GPWS, special items which must be considered if the specification is being written in conjunction with a CA program study, and general guidance on required pre-award actions. Additional guidance on implementing CA program requirements can be found in the Supplement to OMB Circular A-76 and in OPNAVINST 4860.7.

2. Sections B, C, and J provide suggested formats for displaying contract line (bid) items, technical specifications which the user may tailor to site specific needs, and attachments which provide supplemental information, historical data, etc.

3. The QA guide provides the framework for development of a comprehensive contract surveillance program. The user should modify and expand upon the sample QA plans provided as the GPWS is tailored.

4. This GPWS does not establish NAVFAC procurement policy. Such guidance may be found in the NAVFAC P-68, Contracting Manual.

5. The Field Office Consolidated Automation System (FOCAS) program developed by the Facilities Systems Office (FACSO) and NAVFAC, can assist in both the development and tracking of facilities service contracts. The program is available from each EFD.

B. Function Definition. For purposes of this GPWS, the pest control function includes vegetation management and control measures directed against fungi, insects, rodents, and other pests. Contracted pest control services normally include all required labor, transportation, equipment, materials, supplies, and certified pesticide applicators. The following functional analysis chart, Table 1, illustrates the pest control subfunctions and contract requirements addressed in the GPWS.

TABLE 1
PEST CONTROL SUBFUNCTIONS

- I. RECORDS AND REPORTS [Use the Defense Environmental Security Corporate Information Management (DESCIM) Program]
- II. NUISANCE PEST CONTROL
 - a. Scheduled Services
 - 1. Cockroaches
 - 2. Ants
 - 3. Other Arthropod Pests
 - 4. Rodents
 - 5. Nuisance Birds
 - b. Unscheduled Services
- III. STRUCTURAL PEST CONTROL
 - a. Scheduled Services
 - b. Unscheduled Services
 - 1. Subterranean Termite Control
 - 2. Powder Post Beetle Control
 - 3. Carpenter Ant
 - 4. Drywood Termite Control
- IV. STORED PRODUCTS PEST CONTROL
 - a. Scheduled Insect Surveillance
 - b. Unscheduled Services
 - 1. Residual Insecticide Applications
 - 2. Space Treatment
 - 3. Fumigation
- V. MOSQUITO AND BITING FLY CONTROL
 - a. Scheduled Services
 - 1. Adult Mosquito Surveillance
 - 2. Larval Surveillance and Control
 - b. Unscheduled Services
 - 1. Adult Mosquito Control
 - 2. Blackfly Control
 - 3. Aerial Pesticide Application
- VI. FILTH FLY CONTROL
 - a. Scheduled Services
 - 1. Barns and Stables
 - 2. Other Areas
 - b. Unscheduled Services
- VII. TURF AND ORNAMENTAL PEST CONTROL
 - a. Scheduled Services
 - 1. Bagworm Control
 - 2. Fire Ant Control
 - 3. Mole Cricket Control
 - b. Unscheduled Services
- VIII. SCHEDULED WEED CONTROL
- IX. MISCELLANEOUS PEST CONTROL (Unscheduled service for pests which do not fit other categories)
 - a. Animal Control Services
 - b. Carcass Disposal Services
 - c. Bird Control Services
 - d. Operation of Pyrotechnic or Scare Devices
 - e. Aerial Spray Support Services

C. Responsibilities

1. The best method of developing a facilities support contract is to involve a number of activity personnel, each having a portion of the knowledge and experience required to put the entire package together. A team of experienced activity personnel should be formed and a team leader appointed one to two years prior to the projected contract start date. At least one member of the team:

a. Must be familiar with and understand the applicable GPWS(s) and QA Guide(s).

b. Must have a working knowledge of basic contracting procedures.

c. Must have first-hand knowledge of the services, and/or equipment/system operations, repairs, and maintenance to be provided by contract.

d. Must be able to identify specific activity requirements that differ from those stated in the GPWS.

2. The following activity personnel are suggested as members of the contract development team.

a. Team Leader. The team leader has overall responsibility for development of the contract. This includes the establishment and tracking of procurement milestones; ensuring each member of the team understands the specific tasks for which they are responsible and when each task must be completed; and coordinating the efforts of the individual team members so the many pieces of the procurement package fall into place.

b. Specification Writer. The specification writer brings to the team technical knowledge of facilities management and a familiarity with specification formats. This will most likely be an engineer or engineering technician at the activity who has had at least some experience in writing facilities support contracts. The use of a planner and estimator is also appropriate if one is experienced with writing contract specifications. Assistance may be requested from the geographical NAVFACENGCOM Engineering Field Division/Activity (EFD/EFA). The EFD may also offer courses on PWS development, quality assurance, and other related subjects that will benefit the specification writer.

c. Functional Manager/Customer. The functional manager is the technical representative of the team who is most familiar with the function to be contracted. Early in the tailoring process the activity Pest Manager must determine the total scope of the services required, develop detailed inventories of locations requiring pest control services, identify Government furnished facilities and equipment (if any), collect historical information on work quantities, and identify the specific needs of the activity which may differ from this GPWS. Much of this information should be readily available in the activity's Pest Management Plan. Customer representatives should also be contacted, if appropriate, since they should be able to identify any specific pest control needs or concerns.

d. Facilities Support Contract Manager. If there is an existing pest control services contract, the Facilities Support Contract Manager (FSCM) or Quality Assurance Evaluator (QAE) should be able to provide lessons learned and other information pertinent to the new specification. The FSCM/QAE will be responsible for preparing the required Quality Assurance Plans (see Quality Assurance Guide) and ensuring services are specified in such a way as to be inspectable.

e. Contract Specialist. The Contract Specialist provides contractual guidance in the preparation of the specification and the overall solicitation. This person will work with the writer in the preparation of sections B, C, and J, and will prepare the majority of the clauses in sections E, F, G, H, I, K, L, and M of the solicitation. The contract specialist will also ensure that labor laws are properly applied, competition requirements are met, fiscal policies are adhered to, the solicitation is properly advertised, etc.

f. CA Program Manager. If the specification is being prepared under the CA program, the CA Program Manager provides overall guidance on the CA program, and ensures that the specification is developed in conjunction with required Most Efficient Organization (MEO) and management studies.

3. The completed specification should be reviewed by customer and functional manager representatives, including the activity's Facilities Management Engineering Director and Maintenance Division Director. Early coordination with the EFD Pest Management Consultant (PMC) is recommended, as each contract must be reviewed and approved prior to solicitation per DoDINST 4150.7. Consult appropriate EFD instructions to determine if EFD review/approval is also required.

II. GPWS DEVELOPMENT AND USER CONSIDERATIONS. This section of the User's Guide discusses assumptions made and special items considered during the development of this GPWS, and provides general information that the user should be aware of during the tailoring process.

A. Development of the GPWS. In developing this GPWS, a functional analysis, as described in NAVFAC MO-327, was performed to identify each of the nine major subfunctions for pest control services. Each of these subfunctions was carefully reviewed to determine which could be contracted. Once a final list was developed, each subfunction was further subdivided to develop basic work requirements and standards of performance. Once the basic work requirements were identified for each subfunction, a Performance Requirements Summary (PRS) table was developed and the requirements were expressed in narrative form.

B. GPWS User Considerations. The paragraphs and provisions of this GPWS are arranged in the UCF as required by the Federal Acquisition Regulation (FAR). The sections to which they are assigned shall not be changed.

1. This GPWS contains Sections B (Supplies or Services and Prices/Costs), C (Description/Specifications/Work Statement), and J (List of Attachments) only. These sections contain information and paragraphs peculiar to the technical services required, while Sections D, E, F, G, H, I, K, L, and M contain contract clauses and provisions related to administrative and contractual requirements. Since the latter group will generally be the same in

the majority of NAVFAC contracts, their inclusion in each GPWS would be unnecessary duplication. These clauses are included in the Uniform Contract Format Guide (UCFG) published by NAVFAC. The UCFG should be available at each geographical EFD and at NAVFAC contracting offices, and should be made available to specification writers as required.

2. FAR clauses and provisions may be added or deleted as required for specific functions, dollar limitations, bonding, small businesses, etc. They may not be altered unless specifically authorized by the FAR. Most of the clauses in sections I and L, other than those requiring tailoring (i.e. blanks to be completed), may be included by reference. All other FAR clauses and provisions shall be included in full text. Procurement offices shall make available to bidders, upon request, the full text of all clauses incorporated by reference upon request.

3. Clause titles in the UCFG which include the designation "(NAVFAC)" and are followed by a date in parenthesis, may not be altered without NAVFAC approval. All other non-FAR and non-NAVFAC clauses and provisions in the UCFG (other than those in Sections C and J) should be used substantially as shown or deleted if not applicable. Deliverable performance requirements should not be added to these clauses, but should be included in Section C.

4. Technical Specification

a. Section C, which describes the services to be provided, should be written as a performance specification to the maximum extent possible. Defining the Contractor's responsibilities in terms of methods or procedures should be avoided since we hope to purchase not only the Contractor's labor, but also his/her expertise in the services to be provided and the management of those services. A performance specification minimizes the use of words describing "how to"; it describes work outputs as explicitly as possible while allowing the Contractor latitude to manage his/her own work force and choose his/her own methods for accomplishing the work.

b. The specification must provide enough information to clearly and precisely define the number and quality of each of the services to be provided, as well as the scope or limit of each. This is accomplished in the GPWS by specifying, in addition to the desired outputs, schedules of accomplishment and/or specific time limitations in which all services must be completed; listing mandatory operating procedures or steps that the Contractor must follow for some services; providing historical data on the magnitude of services provided under previous contracts or by in-house forces; and providing minimum acceptable levels of control for most pests. While such information only slightly restricts the Contractor's latitude in managing his/her workforce, it ensures all bidders clearly visualize the magnitude of effort which will be required. This will result in more accurate/realistic bids, make payment deductions for unsatisfactorily performed or non-performed work easier to calculate, and reduce the number of contract administration problems.

5. Throughout this GPWS, you will find further guidance with the annotation "NOTE TO SPECIFICATION WRITER". These notes provide additional information and/or advise the user to select the appropriate paragraph, insert additional information, or delete the paragraph in its entirety. There are also notes within the text of this GPWS which indicate additional information must be

provided, e.g., start times, dates, quantities, etc. These notes will always be enclosed by the symbol "!"; simply replace the note with the required information.

III. TAILORING THE GPWS. The NAVFAC GPWS for Pest Control Services is not intended to fit the requirements of a specific activity. Rather, it is a model to be tailored by activities in preparing their specific PWS. The first step in tailoring a GPWS is to become familiar with the GPWS and its User's Guide. The user must know what is, and is not, included in the GPWS and what was intended before any required modifications may be assessed. The User's Guide provides information concerning the GPWS and tailoring instructions. Users should not assume that the GPWS can be "plugged" into their application with little or no effort. A detailed analysis of the activity's requirements will be required.

A. Getting Started

1. Scope of Work. The first step in tailoring this GPWS is to determine which of the following applies:

a. Are the requirements currently contracted? Will this be a continuation of the contracted services, or a consolidation of several contracts? In either case, this GPWS may be tailored to accomplish any desired scope of work and level of performance.

b. Are the requirements to be included in the PWS subject to a CA cost comparison study under OMB Circular A-76? If this is the case, it is mandatory that the scope of work and level of performance specified be equivalent to the level of effort that can be achieved by the MEO if the function is retained in-house. Additional information on tailoring of this GPWS for a CA program study is included in paragraph IV of this User's Guide.

2. Job Analysis. The next step in the tailoring process is a thorough review of Chapters 2 and 3 of NAVFAC MO-327. These two chapters outline in some detail, how to perform a job analysis to determine the specific subfunctions to be contracted (including specific work requirements and standards of performance) and how to use the job analysis information and data collected to write the PWS. As the job analysis is being performed, the user should compare unique activity requirements with GPWS requirements to determine if changes are required. A thorough job analysis will make tailoring of the GPWS relatively easy since all required data will be readily available and the subfunctions to be contracted will be well defined.

B. Contract Line Items. Section B of the contract (Supplies or Services and Prices/Costs) includes contract line items for each of the services to be contracted. The specification writer and contract specialist will develop these line items in conjunction with the technical specifications, the Schedule of Deductions, the PRS table, and other portions of the contract. The sample contract line items shown in Section B of this GPWS encompass all of the services (contract requirements) provided in the GPWS technical specifications. Of course, they must be tailored to account for the type of contract selected, contract requirements added or deleted during the job analysis process, the projected start date of contract performance, and other factors, including those discussed below.

1. Contract Type. A combination firm fixed-price and indefinite quantity contract is used in this GPWS because it is the most common type of contract for pest control services. However, other contract types may be used, depending on the circumstances. Information concerning a Fixed-Price Award Fee contract is included in paragraph IV.B of this User's Guide. In a combination contract, all contract requirements in the PWS must be included in either the firm fixed-price or indefinite quantity portions of the contract. The user should discuss available choices with the contract specialist or the EFD Contract Department prior to selection of the appropriate contract type.

2. Firm Fixed-Price Contract Requirements. Fixed-price contract requirements are either fixed in scope (time, location, frequency, quantity, etc. are known or can be accurately estimated) or adequate historical data is available to allow a reasonable estimate to be made. Because the scope of work is known, the Contractor agrees to perform a given requirement for a definitive price. The Contractor performs the work as scheduled and invoices are submitted for the services provided during a given period of time (usually one month).

a. Examples. Firm fixed-price contract requirements in this GPWS include those services provided on a scheduled (cyclical, routine) basis for the control and prevention of various nuisance pests, flies, turf and ornamental pests, and weeds; inspection of structures for wood-destroying organisms; scheduled control and prevention of food or fabric infesting pests; and surveillance of mosquito adults and larvae. They also include service calls to provide pest control services that are unscheduled, but for which adequate historical data is available for the Contractor to develop a fixed-price bid. Fixed-price contract requirements added by the user must either have clearly defined scopes, or additional historical data will have to be added to the PWS.

b. Firm Fixed-Price Contract Line Items. The firm fixed-price contract line items may be displayed in one of three ways in Section B. The user should discuss the benefits of each with the contract specialist or EFD if in doubt about which approach should be used.

(1) Section B of this GPWS illustrates the most common approach, which requires Contractors to bid a single monthly price for performance of all firm fixed-price requirements in the contract. In this case, the contract must also contain a Schedule of Deductions in Section E which the Contractor will submit, after award, to break down the total bid price for each of the fixed-price requirements in the PWS. See paragraph III.D of the User's Guide for additional information on the "SCHEDULE OF DEDUCTIONS" clause.

(2) A slightly different approach would be to include a limited number of fixed-price subline items, each of which could be broken down by a Schedule of Deductions. Separate fixed-price subline items are particularly appropriate to avoid paying the Contractor for work before it is performed, or for not paying enough for work which has already been performed. This can be a problem for services which occur only periodically during the contract term, such as quarterly nuisance pest control and mole cricket control services.

(3) A third approach would be to eliminate the Schedule of Deductions from the contract and provide a detailed Schedule of Firm Fixed-Price Work. Such a schedule would be formatted similarly to the Schedule of

Deductions. Contractors would provide separate unit prices for each of the fixed-price requirements in the PWS.

3. Indefinite Quantity Contract Requirements. Indefinite quantity contract requirements are performed on an "as ordered" basis. Contractors bid a fixed unit price to perform one occurrence or a given quantity of each type of work. Payment for this type of work is calculated by multiplying the unit price bid and the number of units performed. Because each Government order for indefinite quantity work is paid for separately, every task order must be inspected and accepted as being satisfactorily completed before payment may be made. Bid prices for unit priced tasks include all labor, materials, and equipment for performing a given quantity of work, such as tent caterpillar control per tree or aerial pesticide application per acre. The unit prices bid are multiplied by an estimated quantity of units to be ordered during the contract term, but only for purposes of bid evaluation, since work will be paid for only as ordered and completed.

4. Fixed-Price or Indefinite Quantity? Many of the sample indefinite quantity unit priced items shown in Section B of this GPWS could just as well be included in the firm fixed-price portion of the contract if the frequency or quantity of services is known, or if adequate historical data on the quantity of services is available. Conversely, if adequate historical data is not available, some of the services included in the fixed-price service call provisions of the GPWS must be moved to the indefinite quantity portion of the contract. For example:

- If the number of animal control and carcass disposal services are fairly consistent from year to year, paragraph C.15 could be tailored to add historical data on the quantity of these services and to specify that they are to be performed under the fixed-price service call provisions vice the indefinite quantity portion of the contract. Of course, corresponding changes would also need to be made to the Schedule of Indefinite Quantity Work.
- If the number of unscheduled nuisance pest control services is inconsistent from year to year or historical data on the number of such services is not available, this service must be included in the indefinite quantity portion of the contract. Appropriate line items for the pest(s) to be controlled would need to be added to the Schedule of Indefinite Quantity Work under the category "UNSCHEDULED NUISANCE PEST CONTROL".

See paragraph III.C.2 below for additional information.

5. Separately Priced Options to Extend. The sample contract line items in Section B of this GPWS assume the initial term (base period) of the contract will be for 12 months. This is normally the case for pest control services contracts, which may begin at any time during the fiscal year and be funded with funds current in the fiscal year of award. However, there are cases, such as when adequate funds are not available or award is delayed, when the initial term could be less than 12 months in length. For example, the initial contract term could be for six months, beginning on 1 April and ending on 30 September. If the initial term will be less than 12 months, the following actions must be taken:

a. Contract line items in Section B must specify the number of months in the initial contract term and the appropriate proportionate number of units in the Schedule of Indefinite Quantity Work.

b. Additional contract line items (e.g., 0023 through 0044) must be added to Section B to account for at least one full 12-month option period. Additional contract line items may be added for subsequent option periods if desired. The user should check with the contract specialist for specific requirements.

c. Section C, the technical specifications, must clearly indicate the scope of work for the initial period since the work load can vary significantly from month to month. For example, the specification must state whether annual structural wood inspections will be performed during the initial period.

d. The "BASIS FOR AWARD" clause in Section M must be modified accordingly. Check with the contract specialist for specific wording of this clause and for other changes which may be required.

e. Schedules of Deductions, one for the initial period and one for each of the 12-month option periods, must be included in the contract. Of course, the items of work and number of units in the Schedules of Deductions must agree with the firm fixed-price contract line items in Section B and the scopes of work defined in Section C. Paragraph III.D of this User's Guide provides information on the development of Schedules of Deductions.

6. Other Clauses. Specific clauses included in Section B may vary among EFDs. The user must contact the activity's geographical EFD to identify the specific clauses, if any, which may be required.

C. Technical Specifications. The technical specifications, Section C, are the single most important part of a PWS. This section describes the services required, frequencies of service requirements, integrated pest management (IPM) and other standards to be met in providing the services, and other information needed by the Contractor to bid on and perform the technical requirements of the contract. The user should add to or modify the paragraphs in this section of the GPWS to accommodate the particular requirements of the activity.

1. Development of the Pest Control Services GPWS posed some unique problems, and it will be a challenge for the specification writer to tailor it to fit the specific needs of the activity. The scope of many pest control services varies widely from activity to activity depending on a number of factors, including the types of pests in the area; the overall climate and variations in weather from year to year; and the size, topography, and mission of the activity. This makes it important for the specification writer to become familiar with the activity's Pest Management Plan, and to work closely with the Pest Control QAE, Activity Pest Manager, and EFD PMC during the tailoring process.

2. All services in this GPWS are categorized as "scheduled" or "unscheduled". When tailoring the technical specifications, the user must determine if enough information is available for a service to be provided on a fixed-price, scheduled basis. If not, the service will be unscheduled, and the

user must decide if it should be included in the indefinite quantity portion of the contract, or the fixed-price (service call work) portion of the contract. Whether the specification is being written as a stand-alone contract or will be included as part of a larger contract that contains service call provisions, such as for base maintenance services, will affect this decision. Other factors to consider are the availability of accurate historical data to include the service in the service call provisions, whether or not adequate staffing is available to order and inspect indefinite quantity work, etc.

D. Schedule of Deductions. If used, the "SCHEDULE OF DEDUCTIONS" clause in Section E is one of the most important items the specification writer must consider in tailoring this GPWS; it directly affects the degree of difficulty required to make payment deductions for unsatisfactory performance and nonperformance of work. The schedule is used if a single monthly price or limited number of subline items are included in Section B for performance of the firm fixed-price contract requirements. It should not be used if a detailed Schedule of Firm Fixed-Price Work is included in Section B. Refer to paragraph III.B.2.b for additional information on fixed-price contract line items.

1. The Schedule of Deductions requires the Contractor to break down the firm fixed-price portion of the bid for each of the fixed-price contract requirements in the PWS. This information is used in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses (Section E), and the PRS table (Attachment J-C1), in making payment deductions for unsatisfactory performance and nonperformance of firm fixed-price contract requirements. The completed schedule must be provided by the Contractor within 15 calendar days after award of the contract. The Government retains the right to reject and/or unilaterally establish a schedule if the submitted schedule is unbalanced or materially deficient.

2. When tailoring the two sample schedules provided below, the specification writer must consider the firm fixed-price services actually included in the technical specifications, the length of the initial contract term, and whether schedules for separately priced options will be included. In example #1, the services are generally broken down so, where practical, a unique unit price will be obtained for each service; this is not necessarily the case in example #2. Although example #1 is longer and requires more detailed background data to develop, it should be used to the maximum extent possible. The detailed unit prices make payment deductions more accurate and easier to calculate, and make it easier to ensure the prices submitted are realistic and balanced. Of course, portions of each example may be combined, and items will need to be added/deleted based on the actual services included in the technical specifications.

EXAMPLE #1
SCHEDULE OF DEDUCTIONS FOR BASE PERIOD

<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1. Service Calls (paragraph C.7.b)				

a. Emergency	MONTH	12	\$_____	\$_____
<u>CONTRACT REQUIREMENTS</u>		<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>
b. Routine	MONTH	12	\$_____	\$_____
2. Scheduled Nuisance Pest Control Services (paragraph C.8.a)				
a. Weekly Services				
(1) Building 693	EACH	52	\$_____	\$_____
(2) Building 695	EACH	52	\$_____	\$_____
b. Biweekly Services				
(1) Building 79	EACH	26	\$_____	\$_____
(2) Building 149	EACH	26	\$_____	\$_____
(3) Building 201	EACH	26	\$_____	\$_____
c. Monthly Services				
(1) Building 10	EACH	12	\$_____	\$_____
(2) Building 11	EACH	12	\$_____	\$_____
d. Quarterly Services				
(1) Building 330	EACH	4	\$_____	\$_____
(2) Building 331	EACH	4	\$_____	\$_____
3. Scheduled Structural Pest Control Services (paragraph C.9.a)				
a. Slab on Grade Facilities	1,000 SF	88	\$_____	\$_____
b. Crawl Space Facilities	1,000 SF	263	\$_____	\$_____
4. Scheduled Stored Products Insect Surveillance (Paragraph C.10.a)				
a. Building 697	EACH	12	\$_____	\$_____
b. Building 699	EACH	12	\$_____	\$_____
5. Scheduled Mosquito and Biting Fly Control (paragraph C.11.a)				
a. Adult Mosquito Surveillance	TRAP	672	\$_____	\$_____

[paragraph C.11.a(1)]

<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
b. Larval Surveillance and Control [paragraph C.11.1(2)]	MONTH	8	\$_____	\$_____
6. Scheduled Filth Fly Control Services (paragraph C.12.a)				
a. Barns and Stables [paragraph C.12.a(1)]				
(1) Biological Releases	EACH	6	\$_____	\$_____
(2) Fly Trap Surveys	EACH	15	\$_____	\$_____
b. Other Areas				
(1) Weekly Services	EACH	156	\$_____	\$_____
(2) Biweekly Services	EACH	26	\$_____	\$_____
7. Scheduled Turf and Ornamental Pest Control Services (paragraph C.13.a)				
a. Bagworm Control [paragraph C.13.a(1)]				
(1) Shrubs	EACH	834	\$_____	\$_____
(2) Trees	EACH	682	\$_____	\$_____
b. Fire Ant Control [paragraph C.13.a(2)]				
(1) Critical Areas	MONTH	12	\$_____	\$_____
(2) Non-critical Areas	MONTH	12	\$_____	\$_____
c. Mole Cricket Control [paragraph C.13.a(3)]	ACRE	43		
8. Scheduled Weed Control Services [paragraph C.14.a(2)]				
a. Fence Lines	MONTH	12	\$_____	\$_____
b. Transformer Stations and Gravel Parking Areas	MONTH	12	\$_____	\$_____
c. Paved Areas	MONTH	12	\$_____	\$_____

<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
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NOTE - For purposes of taking deductions when vegetation is found in joints and cracks of paved areas other than ditches, please complete the following:

\$/Foot/Working Day_____

NOTE - For purposes of taking deductions when vegetation is found in joints and cracks of paved ditches, please complete the following:

\$/Foot/Working Day_____

d. All Other Areas	MONTH	12	\$_____	\$_____
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NOTE - For purposes of taking deductions when vegetation is found within one foot of mowing obstructions, please complete the following:

\$/Mowing Obstruction/Working Day_____

TOTAL (Must equal amount bid for contract line item 0001)	\$_____
---	---------

SF - SQUARE FEET

LF - LINEAR FEET

EXAMPLE #2
SCHEDULE OF DEDUCTIONS FOR BASE PERIOD

<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
1. Service Calls (paragraph C.7.b)				
a. Emergency	MONTH	12	\$_____	\$_____
b. Routine	MONTH	12	\$_____	\$_____
2. Scheduled Nuisance Pest Control Services (paragraph C.8.a)				
a. Weekly Services	EACH	780	\$_____	\$_____
b. Monthly Services	EACH	48	\$_____	\$_____
3. Scheduled Structural Pest	EACH	260	\$_____	\$_____

Control Services
(paragraph C.9.a)

<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
4. Scheduled Stored Products Insect Surveillance (paragraph C.10.a)	EACH	24	\$_____	\$_____
5. Scheduled Mosquito and Biting Fly Control (paragraph C.11.a)				
a. Adult Mosquito Surveillance [paragraph C.11.a(1)]	TRAP	672	\$_____	\$_____
b. Larval Surveillance and Control [paragraph C.11.a(2)]	MONTH	8	\$_____	\$_____
6. Scheduled Filth Fly Control Services (paragraph C.12.a)				
a. Barns and Stables [paragraph C.12.a(1)]				
(1) Biological Releases	EACH	6	\$_____	\$_____
(2) Fly Trap Surveys	EACH	15	\$_____	\$_____
b. Other Areas				
(1) Weekly Services	EACH	156	\$_____	\$_____
(2) Biweekly Services	EACH	26	\$_____	\$_____
7. Scheduled Turf and Ornamental Pest Control Services (paragraph C.13.a)				
a. Bagworm Control [paragraph C.13.a(1)]	MONTH	12	\$_____	\$_____
b. Fire Ant Control [paragraph C.13.a(2)]				
(1) Critical Areas	MONTH	12	\$_____	\$_____
(2) Non-critical Areas	MONTH	12	\$_____	\$_____
c. Mole Cricket Control [paragraph C.13.a(3)]	ACRE	43	\$_____	\$_____
8. Scheduled Weed Control Services [paragraph C.14.a(2)]	MONTH	12	\$_____	\$_____

NOTE - For purposes of taking deductions when vegetation is found in joints and cracks of paved areas other than ditches, please complete the following:

\$/Foot/Working Day_____

<u>CONTRACT REQUIREMENTS</u>	<u>UNIT</u>	<u>QUANTITY</u>	<u>UNIT PRICE</u>	<u>TOTAL PRICE</u>
------------------------------	-------------	-----------------	-------------------	--------------------

NOTE - For purposes of taking deductions when vegetation is found within one foot of mowing obstructions, please complete the following:

\$/Mowing Obstruction/Working Day_____

TOTAL (Must equal amount bid for contract line item 0001) \$_____

SF - SQUARE FEET
LF - LINEAR FEET

E. Performance Requirements Summary. A PRS Table should be prepared as the GPWS is being tailored. This table will be included in Section J of the PWS and will be used by the Contracting Officer (KO) in conjunction with the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses in making payment deductions for unsatisfactory performance or nonperformance. Additionally, the table is also very useful in the preparation of QA plans (as discussed in the QA Guide to this GPWS) and the Schedule of Deductions, and to provide the FSCM, QAEs, and customers a convenient overview of services to be provided. A sample PRS Table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-C1. Suggested maximum allowable defect rates (MADR) and weights are also shown. The user should modify this table to reflect the tailored PWS requirements and the factors which influence the selection of MADRs and work requirement weights. NAVFAC MO-327 provides guidance on the development of PRS tables, and should be referred to by the user.

F. Reviewing the Tailored PWS. Conflicting contract requirements inevitably lead to last minute bid inquiries, protests, claims, and difficulties in contract administration. As a result, the Government may pay more for required services; does not obtain the services which were intended; and/or spends a great deal more in contract administration effort than would normally be warranted. To avoid such problems, the user should carefully review the tailored PWS to find and eliminate any inconsistencies which may have been created during the tailoring process.

1. One way to eliminate inconsistencies is through the use of a matrix-type check, such as that shown in Table 2 on the following page. Such a matrix can prove to be an effective check on the consistency of the contract requirements. By matching the function with the applicable paragraph(s), the user can easily review those paragraphs which apply to a particular function without having to continually scrutinize the entire specification.

2. Another, and probably easier, way for activities which have word processing software, is to perform a search on a key word(s). For example, if we wanted to review all contract requirements for "termites", the software can search the entire document for that key word, and stop every time it encounters it. In this way, the specification writer can quickly check for inconsistencies which may have been overlooked during previous reviews.

TABLE 2
EXAMPLE MATRIX CHECK FOR PEST CONTROL SERVICES CONTRACT

Paragraph or Attachment	CONTRACT REQUIREMENTS				
	Nuisance Pest Control	Structural Pest Control	Stored Products Pest Control	Mosquito and Biting Fly Control	Filth Fly Control
C.8	X				
C.9		X			
C.10			X		
C.11				X	
C.12					X
J-C1	X	X	X	X	X
J-C7		X		X	
J-C10	X	X	X	X	X
J-C11	X	X	X		X

2. Another, and probably easier, way for activities which have word processing software, is to perform a search on a key word(s). For example, if we wanted to review all contract requirements for "termites", the software can search the entire document for that key word, and stop every time it encounters it. In this way, the specification writer can quickly check for inconsistencies which may have been overlooked during previous reviews.

IV. MISCELLANEOUS CONSIDERATIONS. This paragraph provides the user with information on the use of negotiated source selection solicitation procedures and award fee contract provisions. The user is strongly encouraged to discuss both of these options with the contract specialist or EFD Contracts Department, and consider their use since they significantly increase the likelihood that the pest control services Contractor is going to provide a satisfactory or better level of service.

A. Negotiated Source Selection Procurements. Under sealed bidding procedures, the contract is awarded to the lowest, responsive, responsible bidder. This has traditionally been the most common solicitation procedure for procurement of pest control services, although it has often resulted in Contractor performance problems. Unlike sealed bidding, a negotiated procurement requires Contractors (Offerors) demonstrate, prior to award, they

have the technical capability, experience, and resources to perform the work required; have a logical approach to managing and accomplishing the work; and have proposed enough money to do all of the work. Offerors demonstrate their ability through the submittal of separate written technical and price proposals which are reviewed and evaluated by the Government. Contract award may be made to the Offeror who provides the "best value" to the Government, price and technical factors considered. The Offeror need not be the lowest bidder.

1. Technical Proposals. Technical proposal evaluation criteria serve as the cornerstone of the source selection process and are crucial in determining which Contractor offers the "best value" to the Navy. Criteria which do not allow technical evaluation boards to properly evaluate technical proposals can have a negative impact on the procurement. Technical proposal evaluation criteria may vary depending on the size and complexity of the contract, and the kind of information needed from Contractors to demonstrate technical capability; the criteria need not be complicated. Questions are typically asked in the subject areas that follow. This information is presented as guidance (not NAVFACHQ directive); criteria must be tailored to the unique requirements of each solicitation and should be kept as simple as possible. It is strongly recommended the technical evaluation and source selection boards jointly develop the criteria. Sample questions are provided in Section J of this GPWS.

EXPERIENCE

- Overall experience in providing pest control services in Government or comparable civilian projects of the same or similar scope, size, and complexity (dollar values, number of acres or facilities, work requirements, etc.). Offerors may be asked to provide references/points of contact (name, title, phone number) to ascertain past performance. Relevant information regarding a Contractor's actions under previously awarded contracts should be obtained, e.g., adherence to contract schedules, conformance to specifications, cooperation with Government representatives, etc.
- Overall experience of proposed subcontractors.
- Identification of employees who had experience on previous contracts and the benefits they will contribute in the performance of this contract.

METHODS AND UNDERSTANDING

- Offerors may be asked to provide the full time equivalents (FTEs, as defined in the "REQUEST FOR PROPOSAL" paragraph, Section C) that will be allocated to providing each of the major services below. In addition, staffing level justification, as well as employee classifications, skill levels, training, and certifications/licenses, should be provided. Offerors should describe methods, procedures and operational processes they intend to implement to perform.
 - Fixed-Price Work
 - Indefinite Quantity Work
- Types and quantities of tools, supplies, and equipment to be used to meet contract requirements.

- Rationale used to determine management costs, as well as overhead/indirect costs.
- Plan to ensure continuity of services at contract start.
- Quality Control Plan and methods of inspection/surveillance.

RESOURCE REQUIREMENTS

- Identification of financial resources (banks/financial institutions and assets) available to support contract requirements.
- Identification of equipment currently owned which can be used to support contract requirements.
- Identification of key on-site personnel. The Offeror may be asked to provide names, titles, qualifications, and job/position descriptions.
- An organizational chart depicting lines of authority, subfunctions (service calls, preventive maintenance inspections, indefinite quantity work, etc.) and any subcontractor interfaces.

2. Pricing Information. Supplemental pricing information should be obtained with the price proposal in a format which allows for direct comparison with the full time equivalent information provided in the technical proposal. This simplifies the process of determining that the proposed direct labor cost for each contract requirement is adequate to provide all of the required services. One possible format, shown below, uses the same list of contract requirements found in the Schedule of Deductions (see User's Guide paragraph III.D), and includes a break out of FTEs.

EXAMPLE SUPPLEMENTAL PRICING INFORMATION

<u>SERVICE</u>	<u>NUMBER OF FTEs</u>	<u>DIRECT LABOR COST</u>	<u>DIRECT MATERIAL & EQUIPMENT COST</u>	<u>TOTAL DIRECT COST</u>
EMERGENCY SERVICE CALLS	_____	\$_____	\$_____	\$_____
ROUTINE SERVICE CALLS	_____	\$_____	\$_____	\$_____
WEEKLY NUISANCE PEST CONTROL	_____	\$_____	\$_____	\$_____
MONTHLY NUISANCE PEST CONTROL	_____	\$_____	\$_____	\$_____
STRUCTURAL PEST CONTROL	_____	\$_____	\$_____	\$_____
STORED PRODUCTS INSECT SURVEILLANCE	_____	\$_____	\$_____	\$_____
ADULT MOSQUITO SURVEILLANCE	_____	\$_____	\$_____	\$_____
LARVAL MOSQUITO SURVEILLANCE/CONTROL	_____	\$_____	\$_____	\$_____
FILTH FLY CONTROL (BIOLOGICAL RELEASES)	_____	\$_____	\$_____	\$_____
FILTH FLY (FLY TRAP SURVEYS)	_____	\$_____	\$_____	\$_____
FILTH FLY CONTROL (WEEKLY SERVICES)	_____	\$_____	\$_____	\$_____
FILTH FLY CONTROL (BIWEEKLY SERVICES)	_____	\$_____	\$_____	\$_____
BAGWORM CONTROL	_____	\$_____	\$_____	\$_____
FIRE ANT CONTROL (CRITICAL AREAS)	_____	\$_____	\$_____	\$_____
FIRE ANT CONTROL (NON-CRITICAL AREAS)	_____	\$_____	\$_____	\$_____

<u>SERVICE</u>	<u>NUMBER OF FTEs</u>	<u>DIRECT LABOR COST</u>	<u>DIRECT MATERIAL & EQUIPMENT COST</u>	<u>TOTAL DIRECT COST</u>
MOLE CRICKET CONTROL	_____	\$_____	\$_____	\$_____
BROAD-LEAVED WEED CONTROL	_____	\$_____	\$_____	\$_____
TOTAL DIRECT COST				= \$_____
INDIRECT COSTS:				
INDIRECT MATERIAL AND EQUIPMENT COST				= \$_____
INDIRECT AND OVERHEAD LABOR COST				= \$_____
HOME OFFICE OVERHEAD COST				= \$_____
ALL OTHER INDIRECT COSTS				= \$_____
TOTAL INDIRECT COST				= \$_____
TOTAL COST (DIRECT/INDIRECT)				= \$_____

3. The user should contact the contract specialist or EFD Contract Department for guidance and approval concerning the use of Source Selection procedures, particularly in the use of supplemental pricing information to accomplish the cost realism analysis required for negotiated procurements. The contract specialist will need to add additional technical and price proposal submittal requirements, and make other changes to the standard sealed bidding contract format. The activity Pest Manager must also be contacted for guidance on technical proposal requirements; he/she should be a member of the Technical Proposal Evaluation Team.

B. Award Fee Provisions. Award fee provisions can be included in a pest control services contract to motivate the Contractor to provide an increased level of service, encourage the use of IPM techniques, and improve responsiveness and attention to detail.

1. Award Fee Provisions. Award Fee provisions are included by inserting NAVFAC 5252.216-9315, "AWARD FEE" in the contract and development of an award fee determination plan. These items specify the maximum award fee amount the Contractor may earn, the process that will be used to periodically evaluate the Contractor's performance and make related award fee determinations, and the performance criteria the Contractor's performance will be measured against.

2. Award Fee Amount. A maximum award fee amount is established by the activity and specified in the "AWARD FEE" clause. This amount must be adequate to motivate the Contractor's performance, but may not be more than 10% of the total estimated contract price. Award fee evaluations are conducted at recurring intervals, known as performance periods (typically quarterly), throughout contract performance. Although the fee is awarded at the end of each performance period, the entire award fee pool must be fully funded at the time of contract award. Funds not awarded in one quarter do not carry over to subsequent quarters, and must be returned to each customer for other uses.

3. Award Fee Process. For a typical Pest Control Services contract, an activity Performance Evaluation Board (PEB) will meet monthly during the term of the contract to review the Contractor's performance relative to the specified performance criteria. The Board consists of selected technical and administrative personnel at the local activity. Membership would typically include the Public Works Officer or senior contract specialist, the activity Pest Manager, the FSCM or QAE, and other individuals involved in the day to day administration of the contract. The Contractor may provide the board a short written self evaluation of performance, which is reviewed in conjunction with quality assurance information from the FSCM/QAE, customer complaints, etc. Input could also be provided customers, if desired. At the end of each evaluation period (typically every three months), a formal evaluation report is submitted, along with the Contractor's evaluation, to the Fee Determination Official (FDO), who is normally at the geographical EFD, for approval. This report will recommend an award fee amount based on the Contractor's performance throughout the quarter. The board uses the award fee performance criteria in place for the quarter (Table 3) as a guide in assessing the Contractor's performance in the categories assigned. The weights shown in Table 3 are determined by the activity and allow the Government to convey the relative importance of the criteria, as well as its subelements, to the Contractor. The PEB performance evaluation report (see Table 4) provides the Contractor's score in each category and criteria and shows how the total weighted rating was determined. Written justification for each category must be provided since the evaluation is subjective in nature. An award fee conversion chart (see Table 5) is then used to convert the total weighted rating into an award fee amount. The decision on the amount of award fee earned is a unilateral determination made by the Government and is not subject to the "DISPUTES" clause, Section I.

4. Award Fee Performance Evaluation Criteria. Award fee performance criteria and the relative weights are established by the activity, and may be changed unilaterally by the FDO so long as the Contractor is notified at least 15 days prior to the beginning of the evaluation period. This affords the Government the flexibility to make necessary adjustments in the Award Fee Criteria as the contract progresses. The ability to change the performance criteria and criteria elements allows the Government to emphasize different services or shift the Contractor's efforts to problem areas which may arise during contract performance. Tables 3 through 5 are examples of typical award fee criteria for a pest control services contract. These examples must be tailored to identify the criteria elements and their relative weighting most important to the activity.

5. Approval Requirements. The expected benefit of an award fee contract should be sufficient to warrant the additional expense and administrative effort. The size and complexity of the procurement and the Government resources available to monitor and evaluate performance must also be considered. Approval must be obtained from the EFD Contracts Department prior to use. Contact the Contracts Department at the geographical EFD for more information and specific approval requirements.

V. COMMERCIAL ACTIVITIES (CA) PROGRAM CONSIDERATIONS. This section of the User's Guide discusses some of the special items which must be considered when using this GPWS to prepare a PWS as part of a CA program study. Included are a number of provisions and changes which must be considered by the user.

TABLE 3
AWARD FEE PERFORMANCE CRITERIA

CRITERIA ELEMENTS	SUBELEMENTS	POOR BELOW 80	FAIR 80-84	GOOD 85-89	VERY GOOD 90-94	EXCELLENT 95-100
QUALITY OF WORK (40%)	Workmanship (20%)	Inferior quality of workmanship with excessive number of deficiencies	Adequate quality of workmanship with significant number of deficiencies	Acceptable quality of workmanship with minimal number of deficiencies	Outstanding workmanship with only minor deficiencies	Superior quality of workmanship with no deficiencies
	Implementation of IPM strategies (60%)	Relies almost entirely on pesticide use	Limited use of IPM methods and procedures	Moderate use of IPM methods and procedures	Extensive use of IPM methods and procedures	Innovative IPM aggressively put into practice
	Effectiveness of Quality Control Program (20%)	Consistently requires Govt input to rework unsat jobs	Occasionally requires Govt input to rework unsat jobs	Rarely requires Govt input to rework unsat jobs	Contractor QC Program identifies all rework requirements	Most jobs do not require rework, QC Program very effective
TIMELY COMPLETION OF WORK (25%)	Scheduled Services (50%)	Services seldom completed as scheduled	Services occasionally not completed as scheduled	Services almost always completed as scheduled	Services usually completed as scheduled	Services always completed as scheduled
	Unscheduled Services (50%)	Services seldom completed by required date	Services frequently not completed by required date	Services occasionally not completed by required date	Services rarely not completed by required date	Services always completed by required date
RESPONSE TO SERVICE CALLS (25%)	Emergency Service Calls (65%)	Consistently late in meeting required response time	Often late in meeting required response time	Usually late in meeting required response time	Rarely late in meeting required response time	Never late in meeting required response time
	Routine Service Calls (35%)	Consistently late in meeting required completion time	Often late in meeting required completion time	Usually meets required completion time	Rarely late in meeting required completion time	Always responds within required completion time
MANAGEMENT (10%)	Cooperation (20%)	Contractor and employees seldom demonstrate cooperation in accomplishment of the contract	Contractor and employees occasionally demonstrate cooperation in accomplishment of the contract	Contractor and employees frequently demonstrate cooperation in accomplishment of the contract	Cooperation and teamwork efforts are exceptional	Cooperation and teamwork efforts are consistently superior
	Customer Service (50%)	Employees often not courteous, helpful, or well groomed	Employees sometimes not courteous, helpful, or well groomed	Employees are usually courteous, helpful, and well groomed	Employees almost always courteous, helpful, and well groomed	Employees very professional in all aspects of customer service
	Records and Reports (30%)	Often not submitted as required, repetitive errors	Sometimes late, rework frequently required	Normally on time, require little rework	Rarely late or incorrect	Consistently on time, always accurate

TABLE 3
CONTRACTOR PERFORMANCE EVALUATION REPORT

<u>RATINGS</u>		PERIOD _____ TO _____
EXCELLENT	95-100	CONTRACT NUMBER _____
VERY GOOD	90-94	CONTRACTOR _____
GOOD	85-89	DATE OF REPORT _____
FAIR	80-84	BOARD MEMBERS _____
POOR	BELOW 80	_____

<u>CATEGORY</u>	<u>CRITERIA RATING</u>		<u>EVALUATION FACTOR</u>	<u>RATING</u>		<u>CATEGORY FACTOR</u>	<u>RATING</u>
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QUALITY OF WORK

WORKMANSHIP	_____	x	.20	=	_____	
IMPLEMENTATION	_____	x	.60	=	_____	
EFFECTIVENESS OF QUALITY CONTROL PROGRAM	_____	x	.20	=	_____	
TOTAL CRITERIA WEIGHTED RATING				=	_____	x .40 = _____

TIMELY COMPLETION OF WORK

UNSCHEDULED SERVICES	_____	x	.50	=	_____	
SCHEDULED SERVICES	_____	x	.50	=	_____	
TOTAL CRITERIA WEIGHTED RATING				=	_____	x .25 = _____

RESPONSE TO SERVICE CALLS

EMERGENCY SERVICE CALLS	_____	x	.65	=	_____	
ROUTINE SERVICE CALLS	_____	x	.35	=	_____	
TOTAL CRITERIA WEIGHTED RATING				=	_____	x .25 = _____

MANAGEMENT

COOPERATION	_____	x	.20	=	_____	
CUSTOMER SERVICE	_____	x	.50	=	_____	
RECORDS AND REPORTS	_____	x	.30	=	_____	
TOTAL CRITERIA WEIGHTED RATING				=	_____	x .10 = _____

TOTAL WEIGHTED RATING _____

RATED BY: _____

SIGNATURES: _____

TABLE 5
AWARD FEE CONVERSION CHART

WEIGHTED PERFORMANCE POINTS	CRITERIA WEIGHTED RATING	PERCENTAGE OF AVAILABLE AWARD FEE (%)
100	SUPERIOR	100
99		100
98		99
97		98
96		96
95		94
94	OUTSTANDING	90
93		85
92		80
91		70
90		60
89	EXCELLENT	50
88		45
87		40
86		35
85		30
84	ABOVE SATISFACTORY	25
83		20
82		15
81		10
80		5
79 and below	SATISFACTORY	0

A. Scope of Work. The user must remember that the scope of work and standards of performance specified in the PWS must be equivalent to the projected capabilities of the MEO. This may require additional tailoring of the GPWS to ensure all the services to be performed by the MEO are included and clearly described in the PWS.

B. Separately Priced Options to Extend. OMB Circular A-76 requires in-house and Contractor bids be evaluated on at least a three-year basis. This means Section B must contain contract line items for a base period (items 0001 through 0022) and at least two, one-year, separately priced option periods (items 0023 through 0044 and 0045 through 0066).

C. Task Orders Designating the Use of On-Hand Materials. The PWS should address certain issues and requirements relative to the change-over from in-house to contracted performance of services. Add the following "TASK ORDERS

DESIGNATING THE USE OF ON-HAND MATERIALS" paragraph to Section C. This paragraph tells the Contractor to expect task orders for indefinite quantity work for which some or all required materials are already on hand. Such jobs will likely be left by the in-house workforce when the conversion to contract is approved.

TASK ORDERS DESIGNATING THE USE OF ON-HAND MATERIALS OF SERVICES. At the time of the contract start date, the Contractor shall accept approximately !INSERT! task orders for backlogged indefinite quantity work for which materials are already on hand. The Contractor and a Government Representative shall conduct a joint inventory of all materials on hand within !INSERT! calendar days after contract start. Upon completion of the inventory, the Contractor shall assume custody of these materials which shall be used only for the task order specifically designated. The Government will provide the Contractor a detailed scope of work developed according to the procedures specified in the "GENERAL REQUIREMENTS AND PROCEDURES FOR INDEFINITE QUANTITY WORK" paragraph, Section C, for each proposed task order which includes unit priced labor. The Contractor shall review the Government's scope of work and provide proposed unit prices for the specified equipment and materials not available in the inventory; indicate specific areas of disagreement with the proposed scope of work; and submit proposed scope changes per the aforementioned paragraph. Reviewed work scopes shall be returned to the Contracting Officer within !INSERT! calendar days after receipt for backlogged urgent task orders, and within !INSERT! calendar days after receipt of backlogged routine task orders. Completion dates for each backlogged task order shall be negotiated.

D. Multi-Function CA Contracts. In many instances, CA program studies involve contracts containing more than one functional area or service. For example, the user may want to study pest control services in conjunction with maintenance of buildings and structures, and issue a single solicitation. Since most NAVFAC GPWSs are written in the same format, the technical requirements of Sections C and J of this guide may be easily combined with those of other GPWSs to produce a tailored multi-function PWS.

VI. PRE-AWARD CONSIDERATIONS. Prior to award, it is essential the activity consider the following aspects of the operation and administration of a pest control services contract. Additionally, Chapters 5 and 6 of NAVFAC MO-327 discuss a number of items which must be considered, including a pre-award survey of the apparent low, responsive bidder, and a review of the submitted quality control program.

A. Quality Assurance Evaluator Training. An adequate number of qualified QAEs must be on board prior to the contract start date. NAVFAC EFD contract offices will not allow contracts to be advertised until the activity provides assurance that such resources will be provided. NAVFAC P-68 requires all individuals assigned QAE duties to attend the QAE training course provided by each EFD within six months of their assignment, or have equivalent training as determined by the Contracting Officer. Additionally, OPNAVINST 6250.4 requires all QAEs inspecting pest control services to satisfactorily complete a special pest control QAE training course offered by EFDs. If either training course has not been received, the activity should contact their EFD Code 16 and PMC for QAE

training scheduling and assistance. Prior to bid opening, it is essential that the QAE become familiar with the pest control services specification.

B. Site Visits. The QAE or other Government representative should be prepared to conduct site visits with potential bidders after inviting bids or requesting proposals. The purpose of these visits is to familiarize Contractors with the location of contract requirements, not to provide additional information which should have been included in the PWS.

1. QAEs must be briefed by the Contracting Officer or the Contract Specialist as to what can and cannot be said to potential bidders during site visits.

2. Customers must also be briefed on precautions to be taken so as not to reveal sensitive information to potential bidders during these visits.

3. After the site visit, the Government representative should submit a report to the Contracting Officer. Special attention should be given to contractor questions and comments which imply specification deficiencies or inconsistencies.

C. Government Furnished Property. Are Government furnished facilities, equipment, and materials, if any, ready for turnover? Has a property administrator been assigned as required by NAVFAC P-68, SUBPART 45.70?

D. Building Monitors. Are building monitors designated to act as focal points for customer complaints? If so, have they been properly trained? Are they familiar with the specification? Has a method been developed for building monitors and other customer representatives to submit complaints to the QAE, KO, or other designated representative?

E. Quality Assurance Plans. Are adequate QA Plans prepared and ready for use?

END OF USER'S GUIDE SECTION

GUIDE PERFORMANCE WORK STATEMENT
FOR
PEST CONTROL SERVICES

PART I - THE SCHEDULE

SECTION B: SUPPLIES OR SERVICES AND PRICES/COSTS

!*****
NOTE TO SPECIFICATION WRITER: Some NAVFAC Engineering Field Divisions (EFDs) require additional clauses to be added to Section B. The user must contact the appropriate geographical EFD to identify additional clauses, if any, which may be required.

The numbering system for contract line items and subline items shall follow the method prescribed in Subpart 204.71 of the DOD FAR Supplement. In the following example, contract line item 0001 is prepared as a single line item supported by a Schedule of Deductions. Alternate methods would be to include a limited number of subline items, each of which would be broken down by a Schedule of Deductions; or to eliminate the Schedules of Deductions from the contract and prepare a detailed Schedule of Firm Fixed-Price Work, with detailed contract line items similar to those in the Schedules of Deductions. See paragraph III.B.2.b of the User's Guide for additional information on contract line items.

Only the base period is included in the sample contract line items shown below. However, the user may be required to include a separately priced option period if the initial contract term is less than 12 months. See paragraph III.B.5 of the User's Guide.

*****!

SCHEDULE

Item					
No.	Supplies/Services	Quantity	Unit	Unit Price	Amount
0001	Performance of firm-fixed price work for the BASE PERIOD in accordance with the Performance Work Statement contained in Section C.	12	MONTH	\$_____	\$_____
0002	Broad-Leaved Weed Control [Paragraph C.14.a(1)]	645	1000 SF	\$_____	\$_____

Performance of indefinite quantity unit priced tasks for the BASE PERIOD in accordance with the Performance Work Statement, Section C. The quantities listed below are realistic estimates provided solely for the purpose of bid evaluation and are not purchased hereby.

SCHEDULE

Item					
No.	Supplies/Services	Quantity	Unit	Unit Price	Amount

!*****
NOTE TO SPECIFICATION WRITER: The indefinite quantity contract line items listed below are provided for illustration only, and should not be considered a complete list. Add or delete items as required when tailoring the technical specifications. Ensure that the appropriate wage rate is identified for each item, if appropriate. See paragraph III.B.4 of the User's Guide for additional information.
*****!

SCHEDULE OF INDEFINITE QUANTITY WORK

UNSCHEDULED STRUCTURAL AND STORED PRODUCTS PEST CONTROL

0003	Subterranean Termite Control [Paragraph C.9.b(1)]	!NUMBER!	LF	\$_____	\$_____
0004	Powder Post Beetle Control [Paragraph C.9.b(2)]	!NUMBER!	SF	\$_____	\$_____
0005	Carpenter Ant Control [Paragraph C.9.b(4)]	!NUMBER!	1,000 SF	\$_____	\$_____
0006	Drywood Termite Control [Paragraph C.9.b(5)]	!NUMBER!	1,000 CF	\$_____	\$_____
0007	Residual Insecticide Application [Paragraph C.10.b(1)]	!NUMBER!	1,000 SF	\$_____	\$_____
0008	Space Treatment [Paragraph C.10.b(2)]	!NUMBER!	1,000 CF	\$_____	\$_____
0009	Fumigation [Paragraph C.10.b(3)]	!NUMBER!	1,000 CF	\$_____	\$_____

UNSCHEDULED MOSQUITO CONTROL

0010	Adult Mosquito Control [Paragraph C.11.b(1)]	!NUMBER!	! HOUR OR MILE!	\$_____	\$_____
0011	Aerial Pesticide Application [Paragraph C.11.b(3)]	!NUMBER!	ACRE	\$_____	\$_____

UNSCHEDULED FILTH FLY CONTROL

0012	Outdoor Control (Paragraph C.12.b)	!NUMBER!	EACH SITE	\$_____	\$_____
0013	Indoor Control (Paragraph C.12.b)	!NUMBER!	1,000 CF	\$_____	\$_____

SCHEDULE

Item					
No.	Supplies/Services	Quantity	Unit	Unit Price	Amount

UNSCHEDULED TURF AND ORNAMENTAL PEST CONTROL

0014	Turf Areas, Severe Outbreaks [Paragraph C.13.b(1)(a)]	!NUMBER!	1,000 SF	\$_____	\$_____
0015	Turf Areas, Non-Severe Outbreaks [Paragraph C.13.b(1)(b)]	!NUMBER!	1,000 SF	\$_____	\$_____
0016	Ornamentals, Severe Outbreaks [Paragraph C.13.b(1)(a)]	!NUMBER!	EACH	\$_____	\$_____
0017	Ornamentals, Non-Severe Outbreaks [Paragraph C.13.b(1)(b)]	!NUMBER!	EACH	\$_____	\$_____

UNSCHEDULED MISCELLANEOUS PEST CONTROL

0018	Animal Control (Paragraph C.15.a)	!NUMBER!	EACH	\$_____	\$_____
0019	Carcass Disposal (Paragraph C.15.b)	!NUMBER!	EACH	\$_____	\$_____
0020	Bird Control (Paragraph C.15.c)	!NUMBER!	SF	\$_____	\$_____
0021	Operation of Pyrotechnic/Scare Devices (Paragraph C.15.d)	!NUMBER!	EACH	\$_____	\$_____
0022	Aerial Spray Support (Paragraph C.15.e)	!NUMBER!	EACH	\$_____	\$_____
0023	!ADD ADDITIONAL ITEMS AS NEEDED!	!NUMBER!	??	\$_____	\$_____

TOTAL PRICE (ITEMS 0003-0023)	\$_____
-------------------------------	---------

* CF - CUBIC FEET
LF - LINEAR FEET
SF - SQUARE FEET

END OF SECTION B

PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

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PART I - THE SCHEDULE

SECTION C: DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

!*****
NOTE TO SPECIFICATION WRITER: The "GENERAL INTENTION" paragraph defines the overall scope of the contract. It should be carefully written so that if additional work is required, the contract can be modified by an in-scope modification.
*****!

C.1 GENERAL INTENTION. The intention of this solicitation is to obtain pest control services at !INSERT NAME OF ACTIVITY! by means of a combination firm fixed-price and indefinite quantity contract.

!*****
NOTE TO SPECIFICATION WRITER: The "GENERAL REQUIREMENTS" paragraph provides a general description of the services required by the contract. If some pest control functions are already being performed by contract or by in-house forces, the user may want to clarify the scope of work by adding a "Work Excluded" paragraph. Be careful to avoid giving bidders the impression that if work is not specifically excluded, it is automatically included.
*****!

C.2 GENERAL REQUIREMENTS. The Contractor shall furnish all labor, supervision, tools, materials, equipment, and transportation necessary to provide pest control services using integrated pest management techniques in accordance with the contract requirements. Work includes the performance of nuisance, structural, stored products, mosquito and biting fly, filth fly, turf and ornamental, weed, and other miscellaneous pest control services.

!*****
NOTE TO SPECIFICATION WRITER: Licensing requirements for pest control services vary substantially from state to state and are often complicated and confusing. Since the generic requirements provided below may not be adequate, check with the geographical NAVFAC Engineering Field Division (EFD) Pest Management Consultant (PMC) for specific guidance.
*****!

a. Licensing and Certification. The Contractor shall be licensed by the State of !INSERT STATE! to provide pest control in the categories specified in this contract; proof of certification and licensing must be provided prior to contract award. All work shall be performed by certified, responsible individuals, and in accordance with federal, state, local, and installation laws and regulations.

b. Notification of Actual or Potential Pest Problems. The Contractor shall report in writing to the Contracting Officer, any evidence of pests or conditions conducive to pest infestation at the time such condition is first noticed.

!*****
NOTE TO SPECIFICATION WRITER: The paragraph below contains definitions associated with Section C. Definitions should be listed alphabetically. Avoid using terms in Section C that are not identified and defined in this paragraph.
*****!

C.3 DEFINITIONS - TECHNICAL. As used throughout this contract, the following terms shall have the meanings set forth below. Additional definitions are in the "DEFINITIONS" clause in Section I.

a. Call Back. A request for additional service or retreatment following the initial service which has not provided the control required. Repeated call backs are possible and shall be provided at no additional charge to the Government.

b. Contracting Officer (KO). The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

c. Contractor. The term Contractor refers to both the prime Contractor and subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

d. Environmental Protection Agency (EPA). That federal agency delegated authority to enforce the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA).

e. Frequency of Service

(1) Quarterly (Q). Services performed four times during each 12-month period of the contract at intervals of 80 to 100 calendar days.

(2) Monthly (M). Services performed 12 times during each 12-month period of the contract at intervals of 28 to 31 calendar days.

(3) Biweekly (BW). Services performed 26 times during each 12-month period of the contract at intervals of 12 to 14 calendar days.

(4) Weekly (W). Services performed 52 times during each 12-month period of the contract at intervals of six to eight calendar days.

(5) Daily (D). Services performed once each calendar day, seven days per week, including weekends and holidays.

f. Integrated Pest Management (IPM). A planned program incorporating continuous monitoring, education, record-keeping, and communication to prevent pests and disease vectors from causing unacceptable damage to operations, people, property, material, or the environment. IPM uses targeted, sustainable (effective, economical, environmentally sound) methods including education, habitat modification, biological control, genetic control, cultural control, mechanical control, physical control, regulatory control, and where necessary, the judicious use of least-hazardous pesticides.

g. Performance Requirements Summary (PRS) Table. The instrument used primarily by the KO in calculating payment deductions for unsatisfactory performance or nonperformance of contract requirements. See Attachment J-C1.

h. Pesticide. Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest, and any substance or

mixture of substances intended for use as a plant regulator, defoliant, or desiccant.

i. Quality Assurance Evaluator (QAE). The Government employee designated by the KO to monitor Contractor performance.

j. Quality Control (QC). A method used by the Contractor to control the quality of goods produced and services performed.

k. Regular Working Hours. The Government's regular (normal) working hours are from !STARTING HOUR! to !ENDING HOUR!, Monday through Friday except (a) federal holidays and (b) other days specifically designated by the KO.

l. Response Time. The time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required. Response times are designated in the appropriate technical paragraph in Section C.

!*****
NOTE TO SPECIFICATION WRITER: Government furnished property may include real property or personal property. The specification writer must clearly identify Government furnished facilities, equipment, and material, if any, and provide detailed listings in Section J. Ensure that NAVFAC clause 5252.245-9300 in Section I is properly completed.
*****!

C.4 GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES. In accordance with NAVFAC 5252.245-9300, "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I, and the following paragraphs, the Government will furnish or make available to the Contractor certain Government owned facilities, equipment, materials, and utilities for use in connection with this contract.

!SELECT EITHER a. OR a.(OPTIONAL):!

a. Government Furnished Facilities. The Government will furnish or make available to the Contractor the facilities described in Attachment J-C2.

a.(OPTIONAL) Government Furnished Facilities. The Government will not provide office space or operational facilities to the Contractor. The Contractor shall secure and maintain the necessary office space and other facilities required for the performance of this contract at his/her own expense.

!SELECT EITHER b. OR b.(OPTIONAL):!

b. Government Furnished Equipment. The Government will furnish or make available to the Contractor the tools and equipment listed in Attachment J-C3.

b.(OPTIONAL) Government Furnished Equipment. The Contractor shall furnish all tools and equipment required for the performance of this contract. The Government will not provide tools or equipment to the Contractor.

!SELECT EITHER c. OR c.(OPTIONAL):!

c. Government Furnished Material. The Government will furnish or make available the material described in Attachment J-C4 to the Contractor.

c.(OPTIONAL) Government Furnished Material. The Government will not provide any materials to the Contractor.

!*****
NOTE TO SPECIFICATION WRITER: Ensure that NAVFAC clause 5252.245-9300 completely describes the utility services to be provided, applicable rates of reimbursement, etc.
*****!

d. Availability of Utilities. The Government will furnish utility services as specified in NAVFAC 5252.245-9300, "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" clause, Section I.

C.5 CONTRACTOR FURNISHED ITEMS. Except for the items listed in paragraph C.4, the Contractor shall provide all facilities, equipment, materials, and services to perform the requirements of this contract. Such equipment and the use of that equipment shall be subject to the inspection and approval of the KO.

a. Pesticide Dispersal Equipment. The Contractor shall supply all fuel, lubricants, and spare parts; provide repair and maintenance as necessary to keep all equipment in good operating condition, and take appropriate action regarding the following:

(1) All tanks, hoses, pumps, control valves, and gauges shall be free of visible deterioration, shall not leak, and shall operate at the manufacturer's recommended rates and pressures. Equipment which has failed shall be replaced and/or repaired by the Contractor prior to resuming operations.

(2) Screens, strainers, and filters shall be used and maintained in accordance with the pump, sprayer, and nozzle manufacturer's instructions.

(3) Spray nozzles shall deliver spray patterns as specified by the nozzle manufacturer. Nozzles which become clogged or eroded shall be repaired or replaced by the Contractor prior to resuming operations.

(4) Ultra-Low Volume (ULV) equipment shall be calibrated to assure proper flow rate and droplet size of pesticide as required by the label. ULV equipment shall be calibrated, including droplet size analysis, prior to initiation of the contract and thereafter every 50 hours of use (or per manufacturer's recommendations), or when the machine is repaired. Calibration and droplet analysis reports shall be maintained on file and submitted to the KO with the monthly invoice.

(5) All pesticide dispersal equipment, including bait stations and trays, shall be clearly and plainly marked with "DANGER"... "PESTICIDES", or as required by applicable regulations.

b. Pesticides. All pesticides used by the Contractor shall be registered with the EPA and applicable state lead agency for the use intended. Attachment J-C5 (Pesticide Approval Form), including labels and material safety data sheets for each pesticide intended to be used, shall be submitted to the KO for approval by the cognizant NAVFAC EFD PMC at least 15 calendar days prior contract start date. Approvals may be limited to specific pests/sites. Any

proposed changes in approved pesticide usage shall be submitted to the KO for approval at least five working days in advance of the anticipated use.

(1) All pesticide usage shall be in strict conformance with label directions. The Contractor shall maintain a label book of pesticides used, and have it readily available for the KO's inspection at all times. !LIST ANY SPECIFIC PESTICIDES WHOSE USE IS NOT PERMITTED ON THE INSTALLATION, OR DELETE THE FOLLOWING SENTENCE! The following pesticides shall not be used on the installation:

(2) All pesticides, rinse water, and containers shall be disposed of in accordance with label directions. Pesticides, rinse water, and containers shall not be disposed of on the installation unless specifically allowed and at the site designated by the KO.

(3) Pesticide spills shall be cleaned, decontaminated, and reported as specified by the Armed Forces Pest Management Board Pesticide Spill Prevention and Management Manual, Technical Information Manual (TIM) No. 15 (see Attachment J-C6).

c. Vehicles

(1) Safety Equipment. Vehicles used to transport pesticides shall be equipped with a !INSERT TYPE AND CAPACITY RECOMMENDED BY YOUR ACTIVITY'S FIRE DEPARTMENT! fire extinguisher, a spill and decontamination kit as specified in TIM No. 15, and emergency wash water.

(2) Security. All pesticides carried on vehicles shall be secured in locked compartments at all times on the installation. Vehicles shall not be left unattended at any time unless properly locked and secured.

(3) Appearance. All vehicles shall be maintained with a clean and orderly appearance, free from observable pesticide spills, residues, or build-up. Vehicles shall not be cleaned or washed on Government property unless otherwise specified in the contract.

C.6 MANAGEMENT. The Contractor shall manage the total work effort associated with the services required herein. Such management includes, but is not limited to, planning, scheduling, cost accounting, report preparation, establishing and maintaining records, and quality control. The Contractor shall provide adequate staff with the necessary management expertise to assure the performance of the work required.

a. Project Manager. The Contractor's project manager shall be the Government's central point of contact concerning contract work performance and shall be available during the Government's regular working hours for discussion. A single local or toll-free telephone number shall be provided to the KO for receipt of all calls. The project manager shall be able to read, speak, and write the English language. Prior to contract start, the name of the individual designated as the project manager shall be provided to the KO; advance written notification is required prior to any project manager change.

b. Work Control. The Contractor shall implement all necessary work control procedures to ensure fully adequate and timely completion of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to

complete work requirements with regard to the established time limits and quality standards. Verbal scheduling and status reports shall be provided when requested by the KO. The status of any item of work must be provided within two hours of the inquiry during regular working hours, and within four hours after regular working hours.

c. Allowable Work Hours. Except as otherwise specified, all work shall be performed during regular working hours as defined in the "DEFINITIONS - TECHNICAL" paragraph. If the Contractor desires to work on Sunday, holidays, or outside regular working hours, he/she must obtain the written approval of the KO.

!*****
NOTE TO SPECIFICATION WRITER: Reports and information required by regulations and higher authority, and which are required to periodically monitor and document the Contractor's operations, should be listed in Attachment J-C7. Include sample report formats when available, or provide information on required formats, type of data required, etc., so the Contractor can clearly visualize the required administrative effort.
*****!

d. Records and Reports

(1) The Contractor shall prepare, submit, and maintain records and reports as specified in Attachment J-C7.

(2) The Contractor shall maintain daily records of **all** pest control operations, both chemical and nonchemical, including surveillance, using the system developed by the Defense Environmental Security Corporate Information Management (DESCIM) initiative. Records shall be completed daily as operations are performed; all entries must be accomplished within 24 hours of performance. Records shall be made available upon request for inspection, and shall be forwarded to the KO with the monthly invoice following the month of operation. Records rejected by the KO due to improper preparation shall be corrected and returned by the Contractor at no additional cost to the Government. Software will be provided by the Government; hardware requirements are specified in Attachment J-C7.

C.7 GENERAL REQUIREMENTS AND PROCEDURES. The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact. All required work schedules shall be submitted to and approved by the KO. In no event shall the Contractor change approved work schedules without the prior consent of the KO.

!*****
NOTE TO SPECIFICATION WRITER: Add any scheduling restrictions, such as areas or buildings where work must be scheduled to be accomplished other than during normal working hours or when the spaces to be treated are occupied, to the following paragraph.
*****!

a. Scheduled Services. Proposed schedules for each scheduled service, covering the entire term of the contract, shall be submitted to the KO for approval at least 15 calendar days prior to the start date of the contract.

Schedules shall indicate the week of the month that monthly or less frequent services shall be performed, and the day of the week that biweekly or more frequent services shall be performed. Approved schedules shall be strictly adhered to. Any proposed changes must be submitted for the KO's approval at least !INSERT! working days in advance. All scheduled services are included in the firm fixed-price portion of the contract.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following paragraph if the Contractor must maintain the capability to receive and respond to service calls after regular working hours.
*****!

b. Unscheduled Services. Unscheduled services may be performed as service call work (firm fixed-price) or indefinite quantity work, as delineated in the technical specifications for each service. The Contractor shall provide adequate procedures for receiving and responding to service calls and indefinite quantity task orders during regular working hours. A single local or toll-free telephone number (see paragraph C.6.a) shall be provided by the Contractor for the receipt of all such orders.

!*****
NOTE TO SPECIFICATION WRITER: Modify or delete the service call work standards and procedures specified below as required, particularly if the specifications will be included as a part of a larger multi-function contract which already contains service call provisions. Delete the emergency call classification if not needed.
*****!

(1) Service Call Work. A service call is an unscheduled request for pest control services initiated by building or family housing occupants, or by designated Government representatives. All service call work is included in the firm fixed-price portion of the contract. The Government's work reception center will advise the Contractor by phone of all service call requests received and the classification of each call as either emergency or routine based on the definitions provided below. A description of the pest problem, date and time received, location, classification, and other appropriate information will be placed on a Service Call Work Authorization Form and a copy made available for pickup by the Contractor at the Government's work reception center. A copy of the work authorization form shall be returned to Government's work reception desk within 24 hours after the completion of the initial inspection and treatment for each service call.

(a) Emergency Calls. Service calls will be classified as emergency at the discretion of the KO. Generally, emergency calls will consist of obtaining control of pests which could affect the health or well being of personnel. The Contractor shall respond immediately and must be on site to provide an initial inspection and treatment within !INSERT NUMBER! hours after receipt of an emergency call. No more than !INSERT PERCENTAGE! of the service calls issued to the Contractor will be classified as emergency.

(b) Routine Calls. All non-emergency service calls will be classified by the KO as routine. The Contractor shall complete the initial inspection and treatment for each routine service call within !INSERT NUMBER! working days after receipt.

(2) Indefinite Quantity Work. All indefinite quantity work items will be ordered using DD Form 1155, as specified in the "PROCEDURES FOR ISSUING ORDERS" clause, Section G. Details, including the location and type of work to be performed, will accompany each order. Unless specified otherwise, indefinite quantity services shall be provided within !INSERT NUMBER! working days after the order is received. Attachment J-C8 specifies the minimum and maximum quantities that may be ordered on a single task order.

c. Check In/Check Out and Notification Requirements

!*****
NOTE TO SPECIFICATION WRITER: Having the Contractor's project manager check in and/or out each work day should make it easier for the QAE to coordinate inspection efforts. Tailor the following paragraph as desired, or delete.
*****!

(1) Check In/Check Out Requirements. The Contractor's project manager shall check in prior to the commencement of each day's work, and check out at the completion of each day's work, at a site designated by the KO. At the time of check in/check out, the project manager shall indicate:

- . the services planned to be provided during the day
- . the location of the planned services
- . planned services which were not completed during the day
- . schedule of proposed follow-up treatments identified during the day

(2) Building Monitors. Prior to the start date of the contract, the KO will provide the Contractor a list of building monitors for some of the facilities in which services will be provided. The Contractor shall notify in writing the building monitor, if any, or in the case of occupied quarters, the occupant, of any scheduled services to be performed in their building or quarters. All required monitor/occupant preparation actions shall be listed in the notification, which shall be provided four to seven calendar days in advance of the scheduled service date. A sample notification form is provided in Attachment J-C9. Areas which have not been properly prepared shall not be treated, and the Contractor shall coordinate with the monitor/occupant as required until all preparations have been completed, at no additional cost to the Government.

d. Essential Service Components. The following actions shall be taken by the Contractor each time services are rendered under the contract:

(1) A complete inspection shall be made of the site. Surveillance methods include, but are not limited to, those shown in Attachment J-C10.

(2) Pest(s), visible pest damage, and any potential for pest infestation shall be identified.

(3) The extent of the pest problem shall be determined.

(4) Corrective action shall be taken as appropriate to control, prevent, or otherwise mitigate the pest(s). The Contractor shall use non-chemical techniques as the primary method of control. When pesticide use is necessary, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to

achieve control. However, when pesticide is necessary for subterranean termite control, the maximum percent and rate specified on the label shall be used.

(5) The effectiveness of the service provided and shall be evaluated and corrective action taken until the specified levels of control are achieved.

(6) In writing, advise building monitors, occupants, housekeeping staff, etc., improvements necessary in sanitation, waste handling, and other measures beyond the Contractor's purview, which impact effective pest management.

e. Call Backs. The Contractor shall perform corrective action within 24 hours (except Sundays and holidays) after receipt of notice from the KO that inspection has revealed control limits have been exceeded. Call backs shall be made at no additional cost to the Government; there is no limit to the number of call backs.

f. Technical Specification Changes. As new materials and methods become available, it may become necessary to alter the technical specifications of this contract to accommodate such changes, such as those which would reduce reliance on pesticides, or use safer materials. The Contractor shall recommend specification changes to the KO when:

- . newer, safer, and more effective methods become available
- . more selective pesticides become available
- . less toxic and less persistent pesticides become available

!*****
NOTE TO SPECIFICATION WRITER: Modify paragraphs C.8 through C.15 as necessary to describe the specific pest control services required, ensuring control levels are specified for each pest identified. Contact the geographical EFD PMC if assistance is needed in establishing control levels. Remember the cost of the contract can be expected to increase as more pests are included and control levels are intensified. If the user chooses to change a given service in the GPWS from scheduled to unscheduled, or visa versa, appropriate corresponding changes would need to be made to the Schedule of Deductions and/or Schedule of Indefinite Quantity Work, the PRS Table (Attachment J-C1), and Attachment J-C10. See User's Guide paragraph III.B.4 for additional information.
*****!

C.8 NUISANCE PEST CONTROL

a. Scheduled Nuisance Pest Control Services. The Contractor shall provide pest control services on a scheduled basis for the control of cockroaches, ants, silverfish, spiders, mice, rats, and !INSERT ANY OTHERS!. Services shall be provided at the locations(s)/site(s) specified in Attachments J-C11 and J-C12, and at least as frequently as specified in Attachment J-C11. Service frequencies shall be increased by the Contractor, if necessary, to obtain and maintain the control levels specified, at no additional cost to the Government. When infestations are found, employ IPM techniques. Methods shall include vacuuming, power washing, caulking, screening, or other exclusion or harborage elimination procedures; or by trapping, pesticidal bait application, or other minimal application of the least toxic pesticides and formulations. Perform follow up inspections and, if necessary, repeat IPM measures until the acceptable level of control specified below is achieved.

!*****
NOTE TO SPECIFICATION WRITER: Add or delete nuisance pests and change the suggested control limits as required, in consultation with the EFD PMC, to suit local requirements and conditions.
*****!

(1) Cockroaches

(a) In buildings scheduled for service biweekly and monthly (see Attachment J-C11), cockroach control shall be consistently maintained. Control is defined as two or less spot (an area of 2 square feet) infestations in any one building, and no more than six cockroaches found in any one spot. If more than two spot infestations are found or more than six cockroaches are found in any one spot, a call back request will be issued by the KO.

(b) In buildings scheduled for service quarterly, the premises shall remain virtually free of cockroaches. If an infestation is located by the Contractor and follow-up service is required, a schedule shall be provided to the KO.

!*****
NOTE TO SPECIFICATION WRITER: Carpenter ant control is covered under paragraph C.9.b(5); fire ant control is covered under paragraph C.13.a(2).
*****!

(2) Ants. Control shall be established within 30 calendar days after the start date of the contract. Control is defined as keeping areas virtually free of any infestation for the duration of the contract. If an infestation is located by the Contractor during a scheduled inspection/treatment, and a follow-up inspection/treatment is required to ensure that control has been obtained, the follow-up service shall be scheduled and the schedule provided to the KO.

(3) Other Arthropod Pests (silverfish, spiders, and crickets). Control shall be achieved within two services. Control is defined as less than two sightings of the target pest during a 30 calendar day period.

(4) Rodents. The use of glue boards, snap traps, and other non-poisonous control methods shall be emphasized. Rodenticides shall be placed only in distinctly marked, spill-proof, tamper-proof bait stations, which are inaccessible to children, pets, and non-target wildlife; or in burrows which shall be closed immediately after treatment. Bait stations shall remain free of insect infestation and shall not be placed in food service or food preparation areas without the prior written approval of the KO. Control shall be established within 30 calendar days after the start date of the contract. Control is defined as keeping areas free of infestation for the duration of the contract. Physical signs of rodent activity, such as active burrows, droppings, urine stains, commodity damage, etc., shall be evidence of lack of control. When noxious odors indicate the presence of a dead rodent resulting from Contractor operations, locate and remove carcass. If the carcass is located in an inaccessible area, apply an effective deodorizer.

(5) Nuisance Birds. Nuisance birds shall be prevented from nesting, roosting, or loafing on exterior and interior surfaces of **all** buildings and structures listed under the "SCHEDULED NUISANCE PEST CONTROL" paragraph, Attachment J-C11. Nuisance birds generally refers to pigeons, starlings, and house sparrows. The Contractor shall remove nests (including contents) and

control ectoparasites such as ticks, mites, and lice, when present. Non-target species and their nests shall not be harmed without prior written approval of the KO and obtaining any required permits. Bird management programs may include trapping, physical removal, non-lethal repellents, physical barriers, and toxic baits or perches. Dead and dying birds resulting from the control program shall be disposed of off the activity. Control shall be established within 30 calendar days after the contract start date, and maintained for the duration of the contract. Control is defined as no more than five pigeons and no more than eight birds total (all nuisance species combined) sighted on a building or structure at one time.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following paragraphs to include those nuisance pests to be controlled on an unscheduled basis. If adequate historical data is not available, change from **service call work** (fixed-price) to **indefinite quantity work** and include appropriate contract line (bid) items in the Schedule of Indefinite Quantity Work. See User's Guide paragraph III.B.4 for additional information.
*****!

b. Unscheduled Nuisance Pest Control Services. The Contractor shall provide pest control services on a service call (fixed-price) basis in buildings and areas of buildings not covered by scheduled pest control services, around the exterior of buildings, and in adjacent exterior areas for the control of arthropods, rodents, and other crawling and flying pests. Standard industry IPM practices shall be used to treat the area(s) specified in the work authorization, perform follow-up inspections, and, if needed, retreat at no additional cost to the Government until the acceptable level of control specified below is achieved.

(1) Service Requirements

(a) When ordered, pest control services shall be provided in family housing units during change of occupancy maintenance. In most cases, units will be vacant and required service dates will be provided by the KO. If a unit is occupied, the resident shall be notified in writing, in advance, as specified in the "GENERAL REQUIREMENTS AND PROCEDURES" paragraph. Historically, there have been !INSERT NUMBER! change of occupancy services required per year.

(b) Housing units, buildings, and adjacent areas shall receive service, when ordered, to control existing infestations. The scope and type of service shall be based on conditions. Historically, there have been !INSERT NUMBER! service calls for these services per year.

(2) Acceptable Level of Control

(a) Elimination of most arthropods, other than cockroaches and ants, shall be established in one visit. Retreatment may be necessary for fleas and, if necessary, shall be accomplished at no additional cost to the Government.

(b) Elimination of cockroaches and ants shall be established within 30 calendar days. The site, building, or area shall remain free of any infestation for at least an additional 30 calendar days.

(c) Rodent infestations shall be eliminated within a 30 calendar day service period. The site, building, or area shall remain rodent free for at least an additional 30 calendar days.

C.9 STRUCTURAL PEST CONTROL

a. Scheduled Structural Pest Control Services. The Contractor shall perform an inspection of all facilities listed in Attachment J-C11 annually for termites, carpenter ants, wood-destroying fungi, powder post beetles, and other wood-destroying pests. The findings of each inspection of a structure, including negative findings, shall be recorded on DD Form 1070 (see Attachment J-C7). Reports shall be prepared in accordance with the requirements of NAVFAC Manual MO-310. Completed reports shall be provided to the KO within five working days following the completion of each inspection.

(1) Inspection shall include, but not be limited to, the following areas, if accessible and unobstructed: plumbing in bathrooms, kitchens, laundry rooms, or other areas; window and door frames and sills; baseboards, flooring, walls, and ceilings; entrance steps and porches; exterior of slab or foundation walls; crawl spaces to include support piers and beams, floor joists, sill plates, and foundation walls; fire places; and weep holes. The Contractor shall be responsible to make access openings and closures in walls to ensure thorough inspection in bathtub trap and bathtub plumbing areas. Openings are restricted to a size required to perform service, approximately 16 inches in width and 24 inches in height. The Contractor shall cover access openings with a removable closure panel. Access openings and closure panels shall be well constructed, tight, neat in appearance, made with quality materials, and finished with colors to match adjacent surfaces.

(2) The Contractor shall provide general structural floor plans of the first floor, crawl areas, and basements, to include locations of foundations (footings), beams, piers, expansion joints, cracks in slabs, pipes which penetrate slabs or contact soil, all walls on slabs, and any other areas which may require termite treatment. The total linear feet for injecting and trenching, and the total square feet for rodding and broadcasting, shall be calculated and reported. Floor plans shall clearly identify the locations of previous and current pest activity and damage, areas where conditions are conducive to pest infestations, and locations which are inaccessible or obstructed.

b. Unscheduled Structural Pest Control Services. The Contractor shall provide structural pest control services on an unscheduled (indefinite quantity) basis as specified below. Services shall be completed within !INSERT NUMBER! working days after receipt of the task order. At the time of any soil treatment application, the soil shall be in a condition with low moisture to allow uniform distribution of the treatment solution throughout the soil. The Contractor shall not apply pesticide during or immediately following heavy rains, or when conditions will cause runoff and create an environmental hazard. No pesticides shall be applied to the soil beneath a plenum air space. Pesticides shall not be applied until the approximate location of water and sewer lines are known.

(1) Subterranean Termite Control. All termite infestations in the structure shall be controlled within 30 days of treatment. Toxicants shall be delivered to the project site in sealed and labeled containers as supplied by the manufacturer or formulator. Labels shall bear the manufacturer's warnings

to be observed in handling and use of material, and bear evidence or registration under the FIFRA.

(a) Drill with Subslab Injection and Soil Rodding. Termiticide shall be distributed evenly throughout the soil down to the top of all footings, including all exterior and interior walls with footings. Both sides of all basement walls with footings shall be treated. Spacing between injection points or rod holes shall not exceed 12 inches, unless this directly violates label directions. If this is the case, the KO shall be notified prior to work performance. Diluent shall not include any other pesticide residues or rinse water.

(b) Trench and Excavation Technique. Soil adjacent to outside walls, and extending to the top of footings, shall be treated with a minimum of four gallons per ten linear feet per foot of depth and applied in a strip not less than six inches wide. One-third of the insecticide shall be applied in the bottom of the trench level with the top of the footings, one-third shall be applied when half of the backfill is placed, and the remainder when the trench is virtually filled. Backfill shall be tamped and sufficient in quantity to provide a surface sloping away from the structure. Where pavement abuts the building, treatment shall be applied to the soil along the entire length of this junction. Holes shall extend to foundation footings, and be spaced not more than 12 inches apart through expansion joints or through slabs within six inches of the foundation wall. Insecticide, not less than four gallons per ten linear feet per foot of depth, shall be applied through these holes.

(c) Basement Walls Without Footings. All non-bearing basement walls without footings shall have the wall void treated with a borate pesticide. Injection holes shall be as small as possible and neatly patched after application.

(d) Exposed (Non-Painted) Structural Wood. All exposed rafters, sill plates, cross beams, and other structural lumber in basements, shall be surface treated with a borate pesticide in accordance with label directions.

(2) Powder Post Beetle Control. Eliminate powder post beetles in accordance with the provisions of NAVFAC manual MO-310.

(3) Warranty. The Contractor shall provide the KO with a five-year written warranty against existing and new infestations of subterranean termites or powder post beetles, for the areas treated. The warranty shall state the chemical concentrations, rates, and methods of application complied with the EPA label. The warranty period shall commence from the date of acceptance by the KO. Visual sightings of pests, additional damage, new mud tubes, or other signs of living pests within the structure during the warranty period, shall be grounds for retreatment at the Contractor's expense.

(4) Carpenter Ant Control. The Contractor shall control indoor infestations of carpenter ants using the preferred control methods of baits and dusts. Drilling through structural materials to inject pesticides will not be performed without the prior written approval of the KO. When drilling is authorized, drill holes shall be aesthetically and permanently filled upon service completion.

(5) Drywood Termite Control. Provide drywood termite control as described below.

!*****
NOTE TO SPECIFICATION WRITER: The presence of an inspector trained in fumigation is essential while fumigant concentration readings are taken to determine that all drywood termites are killed during fumigation. Adherence to proper procedures must be assured while the work is being accomplished.
*****!

(a) Safety Measures. The Contractor shall ensure proper techniques and procedures are followed. Precautions shall be taken to prevent injury to any person and damage to property as a result of work accomplished under this section. These precautions shall include, but are not limited to, the following:

1 Safety Equipment. Before releasing any gas, the Contractor shall deliver to the KO, ready for use by Government personnel, two full-face gas masks, each with two new, unused canisters appropriate for the gas to be employed, or a similar number of self-contained breathing apparatuses, each with a cylinder of air; a completely stocked and illustrated fumigator's first aid kit (all meeting specifications of the Health and Safety Division, Bureau of Mines, U.S. Department of the Interior); and at least one approved low-volume gas detector for the fumigant to be employed. All such equipment will be held at the site until completion of the work.

2 Notification of Security Officer. The activity Security Officer shall be notified at least 24 hours prior to the commencement of fumigation operations, and upon completion of the work that the building is being left unattended.

3 Disconnection of Services. Prior to fumigation, all gas and other fuel supplies shall be cut off. Electric and telephone service need not be disconnected; however, the electric main entrance switch shall be pulled. All fires, including pilot lights, shall be extinguished prior to beginning fumigation procedures. After fumigation and subsequent ventilation has been completed, electric power, pilot lights, etc., shall be turned on/relit. Damage to any service caused by the Contractor shall be repaired at no additional cost to the Government.

4 Barricades. A double rope barricade shall be placed no closer than 20 feet to, and around the entire perimeter of the building to be fumigated. Existing fences may substitute for rope barricades if they are at least 20 feet from the building.

5 Signs. Warning signs shall be placed prominently on all means of ingress to the building and grounds, including fences and rope barricades surrounding the work. Signs shall include a statement that the building is being fumigated with sulfuryl fluoride !OR OTHER GAS! gas. Signs shall not be less than 18 by 24 inches in size and shall meet all state and local wording requirements.

6 Guards. At least two guards shall be placed around the building before gas is released. Guards shall be positioned at either end of the structure so the maximum amount of the building is under continuous observation. Guards, warning signs, and barricades shall be maintained during the entire fumigation process until the Contractor has checked for gas

concentration and declares the entire area gas free and safe for normal occupancy.

7 Lighting. The Contractor shall provide adequate lighting around the exterior of the structure being fumigated to permit ready detection of trespassers during the night.

8 Evacuation of Personnel. After all persons and animals are evacuated from within and under the building, guards are posted, and prior to release of the fumigant, the Contractor and KO shall jointly inspect all rooms and spaces to assure evacuation is complete.

9 Partial Fumigation. No partial fumigation of any building shall be allowed.

(b) Preparation

1 Grass and Shrubbery. Wet the soil in planted areas to a depth of six inches for a distance of one foot outward from the areas to be covered by the tarp, to protect nearby plant roots from injury. In this respect, the Contractor shall exercise every precaution to protect and preserve grass and shrubbery that may come into contact with the building. Any plants, shrubs, or grass damaged by the gas or otherwise, shall be replaced at no additional cost to the Government.

2 Sampling. Furnish and install a minimum of four polyethylene tubes leading from approved locations within the structure to an approved location outside for the purpose of recording gas concentrations. Also furnish for use and have available during the entire fumigation period an approved thermal conductivity gas metering device, correctly calibrated in ounces per 1,000 cubic feet for the fumigant to be employed, and capable of sampling from the polyethylene tubes.

3 Removal of Damageable Items. Remove all items from the building that might be damaged by the fumigant and maintain in locked storage. Lost or damaged items shall be repaired or replaced by the Contractor at no additional cost to the Government.

4 Building Proper. In preparing the building for fumigation, exterior doors and windows and all entrances to enclosed interior areas, such as doors or windows leading to closets or cabinets or between rooms, shall be opened to facilitate distribution of the gas during fumigation and insure maximum ventilation at the end of the fumigation period.

(c) Procedure

1 General. The building to be fumigated shall be completely enclosed with a gas-impervious tarpaulin material, with all sheeting seams securely sealed, and the lower edges of the enveloping cover sealed to the ground or finish grade level in a trench, with moist soil or with sand/water **snakes** (flexible tubing filled with water).

2 Introduction of Chloropicrin. After preparation and sealing of the structure (except for one entrance) and prior to injection of the sulfuryl fluoride (Vikane), the Contractor shall introduce chloropicrin into the structure. The chloropicrin shall be introduced by placing cotton in shallow

dishes, setting the dishes in the air stream of an electric fan within the structure, and pouring the chloropicrin over the cotton at the rate of one ounce per 10,000 to 15,000 cubic feet of space to be fumigated. The building will then be sealed and the fans started.

3 Fumigation. After introduction of the chloropicrin, the fumigant described below shall be released from cylinders placed outside the enclosed areas through not less than two hoses of either rubber, polyethylene tubing, or copper tubing leading to points well distributed within each floor of the building as previously approved by the KO. The liquid shall be injected at a temperature and pressure to guarantee complete vaporization upon its release. Sufficient air turbulence shall be created to maintain uniform distribution of the fumigants throughout all portions of the building and to prevent stratification of gas at any location by use of not less than four electric fans, each having a capacity of 3,000 to 5,000 cubic feet per minute (CFM).

4 Fumigant and Dosage Rates. The fumigant shall be sulfuryl fluoride (Vikane) gas, injected in vapor form, and maintained in accordance with Dow Chemical Company Fumiguides B and Y. When the whole Fumiguide calculated initial concentration is obtained from all sampling points, the 24-hour fumigation time period starts. If the Contractor wishes to increase dosage rates to shorten the fumigation time in accordance with Fumiguide Y, prior approval of the KO and the !COGNIZANT NAVFAC EFD PMC! is required.

5 Borate Treatment. In addition to the aforementioned treatment, a glycol borate solution of Bora-Care™ shall be applied in attic and crawl spaces of the building. Apply a one-part water to one-part Bora-Care™ solution to the point of run off (one gallon of diluted solution for each 500 feet of surface area) to all exposed wood surfaces. Follow all labeled directions for the safe handling and use of this product. Aerosol application will be allowed only in inaccessible areas and with the prior approval of the KO.

6 Sampling. During the actual 24-hour fumigation period, the gas-laden atmosphere within the enveloped structure shall be sampled from each sampling point five times: at the inception, and at four, eight, 16, and 24 hours after inception. The Contractor shall take appropriate action to ensure proper distribution of the gas and maintenance of the level of concentration specified. Sample readings shall be recorded and a copy of the readings provided to the KO upon completion of the treatment.

(d) Aeration. Upon termination of the fumigation exposure period, the Contractor shall remove all seals, open all doors and windows, and use ventilation fans to remove fumigants from dead air pockets with full observance of accepted safety, state, and labeled aeration procedures to avoid exposure of any persons or other life to dangerous concentrations of fumigant gas. The Contractor shall check for complete aeration with a low-volume gas detector in all enclosures which might retain concentrations of gas, such as closets, cabinets, refrigerators, and chests, and certify to the KO that the structure is gas free and available for occupancy.

(e) Clean Up. Upon completion of the fumigation, remove all debris and rubbish resulting from the work, replace damageable items removed from the building, and repair all damage resulting from the work.

(f) Warranty. The Contractor shall guarantee the fumigated building is completely free of living drywood termites for one year after the fumigation is completed. The Contractor, accompanied by the KO, shall make two thorough inspections of the structure, at six-month intervals, following the fumigation date. The written findings of each inspection shall be provided to the KO within 10 working days after inspection completion. Positive evidence of drywood termite infestation, except from furniture and other moveable property installed during the one-year period, shall constitute conclusive evidence of improper fumigation and lack of control, and the building shall be refumigated at no additional cost to the Government.

C.10 STORED PRODUCTS PEST CONTROL

a. Scheduled Stored Products Insect Surveillance. Scheduled stored products insect surveillance shall be provided per TIM No. 27. The Contractor shall place pheromone or food attractant traps in the buildings specified in Attachment J-C11. Written results of weekly trap surveillance shall be provided to the KO upon completion of individual building inspections. Accurate maps/listings of trap locations shall be furnished to the KO at contract start and when conditions warrant a change in the number/location of traps.

b. Unscheduled Stored Products Pest Control Services. The Contractor shall provide stored products pest control services on an unscheduled (indefinite quantity) basis within 72 hours of receipt of the task order, unless specified otherwise.

(1) Residual Insecticide Applications. The Contractor shall control food or fabric infesting pests. Control is defined as no visible pest activity up to 72 hours after treatment. Pesticides shall not be applied to exposed food materials or food handling equipment. Only the following materials shall be used: !LIST ALLOWABLE MATERIALS!

(2) Space Treatment. The Contractor shall provide ULV space treatment for the control of adult insects. Control is defined as no visible sign of insect activity when the treated area is first opened after treatment. ULV equipment shall be calibrated in accordance with the manufacturer's specifications and the "CONTRACTOR FURNISHED ITEMS" paragraph, Section C. Pesticides shall be applied according to label directions.

!*****
NOTE TO SPECIFICATION WRITER: Due to the danger involved in fumigation, the EFD PMC should specify the fumigation process to be included in this paragraph, and Armed Forces Pest Management Board TIM No. 11 should be used to determine specific approved procedures. Guard services may be required when stack fumigation is accomplished outdoors or in any unsecured area.
*****!

(3) Fumigation

(a) Procedure. Fumigate food or textiles with !NAME! fumigant(s) by !BUILDING, STACK, CONVEYANCE, OR VAULT (CHOOSE ONE OR MORE)! fumigation. An applicator certified in the fumigation category is required to release gas and for clearance. The Contractor shall then certify the site free of gas before release to the Government. There shall be no visible pest activity in the fumigated product when cleared by the certified applicator.

(b) Acceptable Level of Control. One hundred percent kill of all insects, including egg stage, is required. Commodities shall be refumigated at no cost to the Government if evidence of live insects in the commodity is found within 30 calendar days of the fumigation. However, if conclusive evidence shows the source of reinfestation is from an unfumigated commodity, refumigation will be ordered under the indefinite quantity portion of the contract.

!*****
NOTE TO SPECIFICATION WRITER: If an activity receives railroad cars fumigated at one site for in-transit fumigation, then only aeration and clearing will be required upon receipt and notification. Add an additional paragraph for these requirements if needed, including appropriate response time(s).
*****!

!*****
NOTE TO SPECIFICATION WRITER: Requirements for mosquito control services may vary widely; contact the EFD PMC for guidance.
*****!

C.11 MOSQUITO AND BITING FLY CONTROL

a. Scheduled Mosquito and Biting Fly Control Services

!*****
NOTE TO SPECIFICATION WRITER: Although they are more expensive to use than the New Jersey-type traps specified below, Center for Disease Control (CDC) or other CO₂ producing traps with self-contained power sources may be used. At some activities, mosquito surveillance may be performed by medical personnel and paragraph (1) below should be deleted.
*****!

(1) Adult Mosquito Surveillance. The Contractor shall provide adult mosquito surveillance using !SPECIFY NUMBER! New Jersey-type mosquito light traps placed at the locations indicated in Attachment J-C12. Surveillance shall be conducted for four consecutive nights each week to determine the presence, sources, species, and numbers of pest and vector mosquitoes. Surveillance shall begin one hour before sunset and last until one hour after sunrise during the period starting !INSERT DATE! and continuing through !INSERT DATE!. On each of these days, light traps shall be checked for proper operation, repaired or replaced as required, and emptied of catches before 9:00 AM. Mosquitoes (male and female) shall at least be identified to genus and the more common mosquitoes identified to species. All female mosquitoes caught shall be counted and tallied by light trap, and a written tally provided to the KO before noon on each day mosquitoes are collected.

!*****
NOTE TO SPECIFICATION WRITER: Add any applicable state restrictions, such as those in Florida which prohibit the use of organo-phosphate larvicides, to the following paragraph. If not required 12 months per year, indicate the period of performance.
*****!

(2) Larval Surveillance and Control. Dip counts shall be made when and where temporary water stands longer than three calendar days in the areas indicated in Attachment J-C12. Such water shall be dipped every other working day where the occurrence of larvae is possible. Dip counts shall be completed

and a written tally provided to the KO before 9:00 AM. of the day following the taking of the counts. Larvae and pupae shall be treated with an appropriate EPA registered material, excluding diesel oil, whenever dip counts exceed the acceptable level of control specified in paragraph C.11.c(3). If treatment is required, it shall be provided within 48 hours of dip count. Biological control (e.g., *Gambusia affinis* and *Bacillus thuringiensis*), as well as insect growth regulators, are the preferred methods of treatment. These services have historically been provided at the following frequency:

<u>Year</u>	<u>Number of Times Services Required</u>	<u>Total Number of Counts Taken</u>	<u>Number of Treatments Required</u>
1994	6	48	2
1995	9	63	7
1996	7	52	4

b. Unscheduled Mosquito and Biting Fly Control Services

(1) Adult Mosquito Control. The Contractor shall provide unscheduled (indefinite quantity) adult mosquito control services by the application of insecticide using a truck-mounted ULV aerosol generator. The aerosol generator shall be capable of reliably generating an aerosol within the specified limits of the insecticide label, and shall be periodically calibrated as specified in the "CONTRACTOR FURNISHED ITEMS" paragraph, Section C. Treatment shall be initiated within 24 hours after receipt of a task order, weather permitting. Treatments shall not be started or continued if wind is in excess of 15 miles per hour, if rain is falling, or if the temperature at ground level is warmer than the temperature 6 feet above the ground. Strict adherence to all label requirements, such as vehicle speed, ULV generator calibration, direction of travel (in relation to wind direction), space between swaths, etc., is required. When completed, application shall reduce pretreatment !BITING, TRAP, ETC! counts by !NUMBER! %.

(2) Blackfly !OR OTHER BITING FLY! Control. The Contractor shall !DESCRIBE THE SERVICE REQUIRED, OR DELETE THIS PARAGRAPH AND INSERT AS A PART OF MOSQUITO CONTROL!.

!*****
NOTE TO SPECIFICATION WRITER: An aerial spray validation statement, environmental assessment, and project approvals may be required by OPNAVINST 6250.4 prior to aerial spraying. Contact the EFD PMC for details on these requirements, control levels, and other information required in the following paragraph. Aerial pesticide applications may be used for the control of many pests other than mosquitoes, if required.
*****!

(3) Aerial Pesticide Application. The Contractor shall provide unscheduled (indefinite quantity) aerial applications of !PESTICIDE NAME! to control !PEST!. Specific location(s) to be treated shall be provided with each order.

(a) Applications shall be made only between the hours of !INSERT! and !INSERT!, and only when winds are less than !INSERT! miles per hour.

(b) A certified aerial applicator shall perform each treatment or provide on-site supervision of required calibrations and treatments.

(c) FAA approval shall be obtained for low level flying over any congested areas sprayed or overflown on turns (Federal Aviation Regulations Part 137). Documentation of such approvals shall be provided to the KO at least 24 hours prior to performing aerial operations.

(d) Radio contact shall be maintained with responsible airfield towers at all times during actual aerial sprays and while operating in Department of Defense airport traffic areas.

(e) Pesticide shall be applied in a manner to minimize drift out of the target area and to avoid the following environmentally sensitive areas:
!INSERT INFORMATION ON SENSITIVE AREAS, IF ANY!

(f) Aerial applications shall begin within !INSERT (NORMALLY 48)! hours after receipt of a task order, weather permitting.

(g) When completed, an aerial application shall reduce pretreatment !BITING, TRAP, ETC! counts by !NUMBER! %.

!*****
NOTE TO SPECIFICATION WRITER: "Three larvae or pupae/dip" will be inappropriate when insect growth regulators are used. In this case, "no adult emergence" should be specified. Contact the EFD PMC for guidance in tailoring paragraph c below for site-specific conditions.
*****!

c. Acceptable Level of Control. Populations shall be maintained at or below critical levels for the following species and survey methods:

<u>SPECIES</u>	<u>CRITICAL LEVEL</u>	<u>SURVEY METHOD</u>
(1) Mosquitoes	20 females/trap/night	New Jersey Light Trap
(2) Mosquitoes or Biting flies	Five bites/minute on one arm	Landing Count
(3) Mosquitoes (immatures)	Three larvae or pupae/dip	Dip counts in water
(4) !EFD PMC TO SPECIFY!		Resting station

!*****
NOTE TO SPECIFICATION WRITER: The user may either designate the specific fly species or use the generic term "filth flies". Add any special fly control requirements, such as in the barns and stables example provided below.
*****!

C.12 FILTH FLY CONTROL

a. Scheduled Filth Fly Control Services. Scheduled services shall be provided at least as frequently as specified at the sites indicated in Attachment J-C11 to achieve the levels of control specified below. The primary method of control shall be traps baited with sex pheromone, food, or light.

(1) Barns and Stables. In addition to the requirements specified in Attachment J-C11, the Contractor shall release 100,000 pteromalid wasps monthly !CHANGE NUMBER, TYPE OF PARASITE, AND RELEASE SCHEDULE TO SUIT CONDITIONS! for filth fly control in the horse stable area from May through September, with a double release in July. Release shall be accomplished in accordance with the supplier's directions. As a minimum, also conduct biweekly surveys April through October using a standard fly grid in the stables and surrounding outdoor areas. Control shall be maintained with insecticide baits and traps. Use ULV fogging with knockdown insecticides only when filth fly populations exceed the acceptable level of control.

(2) Acceptable Level of Control. In stable area, no more than 15 adult filth flies on standard fly grid left for one minute adjacent to a breeding or resting site. In all other areas, no more than five adult filth flies on standard fly grid left for one minute adjacent to a breeding or resting site.

b. Unscheduled Filth Fly Control Services. The Contractor shall provide services on an unscheduled (indefinite quantity) basis as specified below. Provide services to control houseflies, blow flies, flesh flies, bottle flies, and related insects in and around food service areas, loading platforms, trash areas, transportable garbage containers, and other areas.

(1) Method of Control. ULV space treatments shall be used to control flying adults indoors or for quick knockdown outdoors. Outdoor control shall normally consist of traps and baits.

(2) Acceptable Level of Control

(a) Indoors. No activity after reopening following ULV or other treatment.

(b) Outdoors. No more than 10 adult filth flies on a standard fly grid left for one minute adjacent to a breeding or resting site.

!*****
NOTE TO SPECIFICATION WRITER: Tailor the following paragraph to include pest(s) and diseases to be controlled on lawns, shrubs, etc. The EFD PMC should make determinations of required control levels based on the host/pest relationship, and the level of control desired or required. Specific areas to which these services will be provided must be listed by square footage or acreage, and trees and shrubs listed by approximate number of each in Attachment J-C11; or a drawing must be included in Attachment J-C12 which clearly exhibits this information. When controls are necessary, non-pesticidal techniques are preferred. These include cultural (watering and fertilizing), physical (hand removal of small numbers of bagworms or gypsy moth egg masses), commercially available nematodes or fungal spores to control white grubs feeding on turf, and attractant traps for Japanese beetles. Pesticides should be used as a last resort for control of turf and ornamental pests, and only when needed.
*****!

C.13 TURF AND ORNAMENTAL PEST CONTROL

a. Scheduled Turf and Ornamental Pest Control Services. Turf and Ornamental pest control services shall be provided at the sites indicated in Attachments J-C11 and J-C12, as specified below.

(1) Bagworm Control. Cedar, arborvitae, and juniper in the areas indicated in Attachment J-C12 shall be inspected in late April to mid-May and treated for bagworms as necessary. Control measures shall be instituted before damage is apparent and to **prevent** visible damage from occurring.

!*****
NOTE TO SPECIFICATION WRITER: Specify treatment in March and September as a minimum to prevent fire ant reproduction. Killing colonies **before** they swarm (send out reproductives) in April and October **cuts down** on control work required during the remainder of the year.
*****!

(2) Fire Ant Control

(a) Treatment. The Contractor shall maintain fire ant control in all areas specified in Attachment J-C12 by mound or area application of insecticides. As a minimum, all outdoor areas shall be surveyed twice a year, once in March and once in September, and all mounds found treated. Treated mounds shall be checked 30 to 45 calendar days after treatment and any found active shall be retreated.

(b) Acceptable Level of Control. The control levels specified below are not averages computed over large areas. That is, if any given acre has a higher fire ant population than specified, it will be considered not under control.

!*****
NOTE TO SPECIFICATION WRITER: Ensure that "critical" (training areas, ball fields, etc.) and "non-critical" (road shoulders, administrative areas, housing common areas, etc.) grounds areas are clearly designated in Attachment(s) J-C11 and/or J-C12.
*****!

1 Critical grounds areas shall be kept virtually free, i.e., less than one mound/colony per acre.

2 Non-critical grounds areas shall be kept at very low population levels, i.e., at or less than three mounds/colonies per acre.

!*****
NOTE TO SPECIFICATION WRITER: Mole cricket control may be included on both a scheduled and unscheduled basis, depending on the user's past experience with this pest. Include as many areas as possible in the scheduled services portion of the contract [Attachment(s) J-C11 and/or J-C12], and use unscheduled services to treat other miscellaneous areas.
*****!

(3) Mole Cricket Control. The Contractor shall provide control of mole crickets in the lawn areas indicated in Attachment J-C12.

(a) Control Methods

1 The Contractor shall apply a minimum of one application of mole cricket bait evenly to the lawn areas between 15 July and 15 August. Bait shall be applied in the late afternoon (after 5:00 PM) on days when a minimum of ½-inch of water has fallen either as rain or by irrigation. Bait shall not be

applied when rain is likely to occur overnight after application. The Contractor shall provide irrigation if required at no additional cost so that services may be completed during the time period specified. Water for irrigation will be made available for the Contractor's use at fire hydrants located throughout the activity area; however, the KO shall be contacted prior to their use.

2 Control may be augmented with the use of parasitic nematodes.

(b) Acceptable Level of Control. The mole cricket population shall be reduced to two mole crickets or less per 4 square feet in all areas. Retreatments, if required, shall be performed at one week intervals until the required level of control is established.

b. Unscheduled Turf and Ornamental Pest Control Services. The Contractor shall use approved pesticide sprays, dusts, granules, or baits for control of turf and ornamental pest(s) on an unscheduled (indefinite quantity) basis. The specific area(s) and pest(s) to be controlled will be specified in the indefinite quantity task order.

(1) Required Service and Response Times

(a) For pests which occur in sudden, severely damaging outbreaks, such as armyworms and sod-webworm on turf and certain defoliating insects on trees and shrubs, control measures shall be initiated within four hours of notification. Control operations shall continue until the entire area specified in the order is treated, and be completed in no more than 24 hours after initiation. Allowance will be made for delays caused by adverse weather conditions.

(b) For pests which slowly build damaging populations, such as mole crickets on turf and scale insects on shrubs and trees, control measures shall be initiated within seven calendar days of notification and shall be diligently pursued until completed.

(2) Acceptable Level of Control

(a) For pests discussed in paragraph C.13.b(1)(a) above, control shall be obtained within 48 hours of notification. Control is defined as no live target pests observed.

(b) For pests discussed in paragraph C.13.b(1)(b) above, no live target pests shall be observed one week after treatment and control shall be maintained for 60 days.

C.14 SCHEDULED WEED CONTROL. Weed control services shall be provided by using herbicides with low per acre rates of application or non-chemical methods. Non-selective soil residual herbicides shall not be used within 75 feet of the drip line of large trees, within root range of shrubs and small trees, or within 10 feet of flowers and gardens. Care shall be taken so that vegetation in areas adjacent to treated areas is not damaged. The Contractor shall repair any damage caused by herbicide treatments at no additional cost to the Government.

!*****
NOTE TO SPECIFICATION WRITER: Weed control has been identified as the greatest opportunity for reducing pesticide use within DoD. Herbicides, a class of

pesticides, are chemicals used to control weeds. The cognizant PMC should participate in tailoring weed control specifications.

*****!

a. Service Requirements

(1) Use non-chemical methods (e.g., hand cutting) or selective herbicides at locations identified in Attachment J-C12 to control the following:

(a) broad-leaved weeds in lawns

(b) broad-leaved weeds and saplings on earthen magazine cover fill and steep banks maintained in grass

(2) Use non-chemical methods (e.g., hot water) or non-selective herbicides to maintain the areas specified in Attachment J-C12 vegetation free:

(a) strip extending one foot from fence lines on both sides (this includes perimeter fences, as well as fences around ball fields and security areas).

(b) entire area inside transformer stations and gravel parking areas.

(c) joints and cracks in pavement, including paved ditches, airfield pavement, roads, sidewalks, and storage/parking areas.

(d) strip extending one foot from around poles, posts (including signs), fire plugs, and other mowing obstructions.

b. Acceptable Level of Control

(1) Lawn and other grass areas shall be treated once a year in !INSERT APPROPRIATE MONTH! to eliminate broad-leaved weeds. The Contractor will be given 30 days after application to obtain control. Invoices for contract line item number 0002 will be approved for payment only when control is achieved in all areas.

(2) The Contractor will be given 45 days after contract start to obtain control of the areas identified in paragraph C.14.a(2).

!*****

NOTE TO SPECIFICATION WRITER: Carefully tailor the following requirements, which are provided for illustration only. Include any additional miscellaneous pests which may need to be controlled, and delete those examples which are not applicable. Contact the EFD PMC for assistance in developing appropriate contract (bid) line items and acceptable levels of control for each service added. Many miscellaneous services could be performed as fixed-price service call work if adequate historical data is available, as discussed in User's Guide paragraph III.B.4.

*****!

C.15 UNSCHEDULED MISCELLANEOUS PEST CONTROL. The Contractor shall provide miscellaneous unscheduled (indefinite quantity) pest control services in accordance with the following requirements. Unless specified otherwise, services shall be provided within 24 hours of receipt of the task order.

!*****
NOTE TO SPECIFICATION WRITER: Many states require a special permit from state fish and wildlife authorities for trapping or lethal control operations involving wild or game animals. In addition, animal control can be controversial, so care must be taken to handle all animals humanely. Also, all mammals suspected of having rabies and all injured animals should be delivered to the installation Veterinary Services, if available, or another site. Tailor the following paragraphs accordingly.
*****!

a. Animal Control

(1) Control of Non-Rabid Animals. Provide pest control services for the removal from the installation of wild and feral animals, including skunks, opossums, snakes, cats, and dogs. The Contractor shall use cage-type live traps or other techniques that do not harm the captured animal. Leg-hold steel traps shall not be used. Captured cats and dogs shall be taken to the !INSERT TITLE OR LOCATION! animal shelter. !CHOOSE ONE OF THE FOLLOWING TWO SENTENCES BASED ON LOCAL LAWS/REGULATIONS! Skunks shall be destroyed humanely and disposed of off Government property; all other animals shall be returned to the wild away from human habitation. !OR! All wild animals, including skunks, shall be destroyed humanely and disposed of off Government property.

(2) Control of Animals Suspected of Being Rabid. The Contractor shall capture animals suspected of having rabies because of physical or behavioral characteristics on an emergency basis. Such animals shall be delivered to !INSERT A SITE SPECIFIED BY LOCAL LAWS OR AUTHORITIES! for quarantine by a licensed Veterinarian within four hours of receipt of the task order.

b. Carcass Disposal. Remove all dead or dying rodents or other animals from the installation and dispose of in accordance with local ordinances. All carcasses shall be placed and transported in securely tied, heavy-duty bags (1.4 mil thickness or greater). When noxious odors indicate the presence of a dead rodent or other animal, locate and remove carcass. If a carcass is located in an inaccessible area, apply an effective deodorizer.

!*****
NOTE TO SPECIFICATION WRITER: Unscheduled bird control services may be used for airfield, pier, and other areas where scheduled service is not practical or needed. Contact the EFD PMC for assistance in developing appropriate contract line (bid) items and acceptable levels of control, and to determine if a bird depredation or other special permit is required for your activity. Also include any local requirements, such as airfield access restrictions, etc.
*****!

c. Bird Control. Use chemical or mechanical means to prevent the nesting, roosting, and loafing of birds on !INSERT LOCATION OR FACILITY! within a 30 calendar day treatment period, and for an additional 60 calendar days thereafter. This service will be ordered based on square footage of infested area.

!*****
NOTE TO SPECIFICATION WRITER: Contact the EFD PMC for assistance in developing appropriate bid items and acceptable levels of control for the following item.
*****!

d. Operation of Pyrotechnic and Scare Devices. Provide and operate repelling devices such as a non-harmful means of dispersing !SPECIFY PEST(S)!.

!*****
NOTE TO SPECIFICATION WRITER: Activity specific information must be added to the following paragraph to indicate a specific workload, such as approximate amount of pesticides handled, Contractor reporting requirements, etc.
*****!

e. Aerial Spray Support. Provide ground support services for the U.S. Air Force for aerial spray operations. Services include the loading and transportation of Government provided pesticides, diluents, and solvents from storage at !INSERT STORAGE LOCATION! to !INSERT AIRCRAFT STAGING LOCATION!; loading these items on board aircraft; and transporting any unused items back to the storage area when spraying operations are complete. Task orders for these services will normally be provided at least !INSERT NUMBER! of working days in advance.

!*****
NOTE TO SPECIFICATION WRITER: The following paragraph includes miscellaneous administrative requirements that should be included in all NAVFAC facilities support service contracts.
*****!

C.16 GENERAL ADMINISTRATIVE REQUIREMENTS

a. Directives. Applicable Department of Defense (DoD), Secretary of the Navy (SECNAV), Chief of Naval Operations (OPNAV), and other directives, instructions, and regulations are listed in Attachment J-C6.

b. Station Regulations

(1) The Contractor and his/her employees shall become acquainted with and obey all Government regulations as posted, or as requested by the KO.

(2) The Contractor shall participate actively in the activity energy conservation program. The Contractor shall comply with the base energy conservation program and shall become familiar with !INSERT ACTIVITY ENERGY CONSERVATION INSTRUCTION NUMBER!. The project manager shall represent the Contractor's interests at all meetings of the activity's Energy Conservation and Resource Management Committee. Use of high energy consuming tools or equipment shall be approved by the KO.

c. Fire Protection. The Contractor and his/her employees shall know where fire alarms are located and how to turn them on. The Contractor shall handle and store all combustible supplies, materials, waste and trash in a manner that prevents fire or hazards to persons, facilities, and materials. Contractor employees operating critical equipment shall be trained to properly respond during a fire alarm or fire per local activity instructions.

d. Environmental Protection. The Contractor shall comply with all applicable federal, state, and local laws, and with the regulations and standards as requested by the KO. All environmental protection matters shall be coordinated with the KO. Inspection of any of the facilities operated by the Contractor may be accomplished by the Activity Environmental Protection

Coordinator, or authorized officials on a no-notice basis during normal working hours. In the event a regulatory agency assesses a monetary fine against the Government for violations caused by Contractor negligence, the Contractor shall reimburse the Government for the amount of that fine and others costs. The Contractor shall also clean up any oil spills which result from the Contractor's operations. The Contractor shall comply with the instructions of the cognizant Navy Medical Department with respect to avoidance of conditions which create a nuisance or which may be hazardous to the health of military or civilian personnel.

e. Disposal

!SELECT (1) OR (1)(OPTIONAL)!

(1) Debris, rubbish, hazardous waste and nonusable material resulting from the work under this contract shall be disposed of by the Contractor at his/her expense off Government property. Hazardous wastes must be disposed of in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations.

(1)(OPTIONAL) Debris, rubbish and nonusable material resulting from the work under this contract may be disposed of on Government property at !INDICATE LOCATION! at the direction of the KO or off Government property at the option of the Contractor. In either case, the Contractor must dispose of all hazardous waste in accordance with the Resource Conservation and Recovery Act and all other applicable federal, state and local laws and regulations.

f. Safety Requirements and Reports

(1) Prior to commencing work, the Contractor shall meet in conference with the KO to discuss and develop mutual understandings relative to administration of the Safety Program.

(2) The Contractor's work space may be inspected periodically for OSHA and Navy violations. Abatement of violations will be the responsibility of the Contractor and/or the Government as determined by the KO. The Contractor shall provide assistance to the Safety Office escort and the federal or state OSHA inspector if a complaint is filed. Any fines levied on the Contractor by federal or state OSHA offices due to safety/health violations shall be paid promptly.

(3) The Contractor shall report to the KO, in the manner and on the forms prescribed by the Government, exposure data and all accidents resulting in death, trauma, or occupational disease. All accidents must be reported to the KO within 24 hours of their occurrence.

(4) The Contractor shall submit to the KO a full report of damage to Government property and/or equipment by contractor employees. All damage reports shall be submitted to the KO within 24 hours of the occurrence.

(5) Only emergency medical care is available in Government facilities to Contractor employees who suffer on-the-job injury or disease. Care will be rendered at the rates in effect at the time of treatment. Reimbursement shall be made by the Contractor to the Naval Regional Medical Center Collection Agent upon receipt of statement.

g. Security Requirements

(1) The Contractor shall comply with all activity security requirements. Upon request, the Contractor shall submit the name and address of each employee hired for work on this contract and shall cause to be filled out questionnaires and other forms as may be required for security.

(2) Neither the Contractor nor any of its employees shall disclose or cause to be disseminated any information concerning the operations of the activity which could result in or increase the likelihood of the possibility of a breach of the activity's security or interrupt the continuity of its operations.

(3) Disclosure of information relating to the services hereunder to any person not entitled to receive it, or failure to safeguard any classified information that may come to the Contractor or any person under his/her control in connection with work under this contract, may subject the Contractor, his/her agents or employees to criminal liability under 18 U.S.C., Sections 793 and 798.

(4) All inquiries, comments or complaints arising from any matter observed, experienced, or learned as a result of or in connection with the performance of this contract, the resolution of which may require the dissemination of official information will be directed to the activity Commander.

(5) Deviations from or violations of any of the provisions of this paragraph will, in addition to all other criminal and civil remedies, provided by law subject the Contractor to immediate termination for default and/or the individuals involved to a withdrawal of the Government's acceptance and approval of employment.

h. Passes and Badges. All Contractor employees shall obtain the required employee and vehicle passes. The Contractor shall, prior to the start of the contract, submit to the KO an estimate of the number of personnel expected to be utilized at any one time on the contract. The Government will issue badges without charge. Each employee shall wear the Government issued badge over the front of the outer clothing. When an employee leaves the Contractor's service, the employee's pass and badge shall be returned within !NUMBER OF DAYS!. Passes and badges issued to Contractor employees shall not negate the requirement for employee identification required in the "Identification of Contractor Employees" paragraph.

!*****
NOTE TO SPECIFICATION WRITER: Delete the following paragraph if not applicable.
*****!

i. Access to Buildings

(1) It shall be the Contractor's responsibility, through the KO, to obtain access to buildings and facilities and arrange for them to be opened and closed.

(2) Keys may be issued to the Contractor; however, it shall be the Contractor's responsibility to arrange for adequate security of the buildings and facilities at the end of each work day.

(3) The Contractor shall be responsible for the cost of replacing any keys that are furnished to and lost by his/her employees. If the KO decides that a lock must be replaced because of the loss of a key by the Contractor's employees, the Contractor shall pay the cost of that replacement. Similarly, the Contractor shall pay the cost of changing a combination if the KO has reasonable cause to believe that the combination has been compromised.

j. Identification of Contractor Employees

(1) The Contractor shall provide to the KO the name or names of the responsible supervisory person or persons authorized to act for the Contractor.

(2) The Contractor shall furnish sufficient personnel to perform all work specified within the contract.

(3) Contractor employees shall conduct themselves in a proper, efficient, courteous and businesslike manner.

(4) The Contractor shall remove from the site any individual whose continued employment is deemed by the KO to be contrary to the public interest or inconsistent with the best interests of National Security.

(5) No employee or representative of the Contractor will be admitted to the site of work unless satisfactory proof of citizenship is furnished, or, if an alien, legal residency within the United States is confirmed.

(6) All contractor/subcontractor employees working under this contract shall be identified by a distinctive name plate, emblem, or patch attached in a prominent place on an outer garment. Employee identification shall not be substituted for station required passes or badges.

k. Identification of Contractor Vehicles. The company name shall be displayed on each of the Contractor's vehicles in a manner and size that is clearly visible. All vehicles shall display a valid state license plate and safety inspection sticker, if applicable, and shall be maintained in good repair.

l. Permits. The Contractor shall, without additional expense to the Government, obtain all appointments, licenses, and permits required for the prosecution of the work. The Contractor shall comply with all applicable federal, state, and local laws. Evidence of such permits and licenses shall be provided to the KO before work commences.

!*****
NOTE TO SPECIFICATION WRITER: Delete the following paragraph if not applicable.
*****!

m. Technical Library

(1) The Contractor shall develop and maintain a technical library of all technical data related to the contract services. The library shall include such items as: equipment manufacturers' spare parts lists, applicable Government publications and regulations, facility drawings, operation and maintenance procedures and manuals, all technical publications and reference documentation, record drawings and other appropriate material.

(2) The Contractor shall maintain the library to the completion/termination of the contract and shall make the library available to prospective bidders for successive contracts. The technical library shall be Government property and shall be turned over to the KO upon completion or termination of the contract.

n. Insurance. Within fifteen (15) days after the award of this contract, the Contractor shall furnish the KO a *CERTIFICATE OF INSURANCE* as evidence of the existence of the following insurance coverage in amounts not less than the amounts specified below in accordance with the "INSURANCE - WORK ON A GOVERNMENT INSTALLATION" clause, Section I.

(1) The Contractor shall procure and maintain, during the entire period of performance under this contract, the following minimum insurance coverage.

(a) Comprehensive General Liability: \$500,000 per occurrence.

(b) Automobile Liability: \$200,000 per person
\$500,000 per occurrence
\$ 20,000 per occurrence for property damage

(c) Workmen's Compensation: As required by Federal and State worker's compensation and occupational disease statutes.

(d) Employer's Liability coverage: \$100,000, except in states where worker's compensation may not be written by private carriers.

(e) Other as required by State Law.

(2) The Certificate of Insurance shall provide for at least thirty days written notice to the KO by the insurance company prior to cancellation or material change in policy coverage. Other requirements and information are contained in the aforementioned INSURANCE clause.

!*****
NOTE TO SPECIFICATION WRITER: Include the following paragraph in all negotiated source selection procurements.
*****!

C.17 REQUEST FOR PROPOSAL. This solicitation is a request for a proposal to meet all solicitation requirements and perform the work as specified. Section M specifies the proposal requirements. For the schedules in Section B, Offerors shall enter unit prices and amounts for the contract line items and sub-line items; provide direct and indirect labor, material/equipment, and other cost information; and indicate proposed numbers of direct labor full time equivalent (FTE) employees.

a. Total Price Computation. In the event there is a difference between a unit price and the extended total, the unit price will be held to be the intended proposed amount and the total recomputed accordingly. If the Offeror provides a total amount for a contract line item, but fails to enter the unit price, the amount divided by the specified quantity will be held to be the intended unit price.

b. Cost/FTE Data. Cost and FTE information shall be based on and must be consistent with the attached service contract wage determination, and the number of FTEs and other information provided in the technical proposal. Inconsistencies between the price and technical proposals may be grounds for determining that the proposal is rated unacceptable.

c. Changes in Cost/FTE Data. Any changes made to cost and FTE information as a result of negotiations between the Government and the Offeror shall be fully explained and justified. The proposal may be construed as unacceptable if changes made by the Offeror are not fully justified.

d. Definitions. Cost and FTE information shall be based on the following definitions:

(1) **Full-Time Equivalents**. A Full-Time Equivalent (FTE) is the planned user of 2080 straight time paid hours in a twelve month contract period (to include authorized vacation, sick leave or other authorized paid time off). For example, in the case of full-time employees, one FTE is comparable to "one employee". Two part-time employees, each working 1040 straight time paid hours per twelve month contract period (including paid time off), equals one FTE. In the event an employee is cross utilized, partial FTEs will be shown for each employee classified and/or service area involved.

(2) **Direct Labor**. Direct labor includes all labor expended which directly contributes to the accomplishment of a given maintenance, repair, alteration, operation or other work requirements required in the contract. Direct labor does not include indirect or overhead labor required to support the accomplishment of contract requirements. Examples of indirect and overhead labor not included in direct labor include labor required to maintain and repair Government and Contractor furnished equipment and facilities; supervision; planning and estimating; materials ordering, handling and storage; clerical and administrative; work reception and control; employee training (unless required in the Specific Requirements of the contract); and similar indirect/overhead labor.

(3) **Direct Labor Cost**. The estimated number of all direct labor, Full-Time Equivalents required to accomplish the specified tasks or services required in the contract, multiplied by 2080 hours, multiplied by the appropriate hourly wage rate(s) (including wage determination fringe benefits only) which the Contractor intends to pay employees. Other required fringe benefits, insurance, taxes, etc., shall be included as indirect costs.

(4) **Direct Material and Equipment**. Materials, supplies, equipment, repair, parts, etc., applied to, incorporated in, and/or consumed during the operation, and that which is needed to support the effort of the work item, such as, pickup trucks, ladders, pencils and paper, common tools, specialized tools or equipment. Direct materials also include pre-expended bin materials if directly consumed or used during a work requirement.

(5) **Direct Material and Equipment Cost**. The estimated cost of all the direct material and equipment which will be required to accomplish the specified tasks or services required in the contract.

(6) **Indirect Cost**. Includes all costs except those for direct labor and direct material and equipment.

(7) **Indirect Material and Equipment Cost.** The estimated cost of all the indirect material and equipment which will be required to support the specified tasks or services required in the contract, such as portable office, supervisor transportation, etc.,.

(8) **Indirect and Overhead Labor.** Includes the cost (including fringe benefits) of all on-site indirect and overhead personnel proposed in the technical proposal. Examples of indirect and overhead labor include labor required to maintain and repair Government furnished equipment and facilities for Contractor usage and Contractor furnished equipment and facilities; supervision; planning and estimating; materials ordering; handling and storage; clerical and administrative; work reception and control; employee training; and similar indirect/overhead labor.

(9) **Home Office Overhead.** Includes all indirect and overhead costs associated with support from the home office. Examples of home office overhead include home office engineering services, insurance, home office payroll services, profit, G & A, etc.

(10) **All Other Indirect Costs.** Includes all indirect costs not specifically identified previously.

END OF SECTION C

PART III - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

SECTION J: LIST OF ATTACHMENTS

!*****
NOTE TO SPECIFICATION WRITER: The numbering system used below is designed so
that the number of the Attachment refers back to the Section that it supports.
Attachment J-C1 supports Section C and is the first Attachment referenced in
that Section.
*****!

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J-G1	Sample Invoice
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J-M2	Pest Control Services Methods and Understanding Form
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ATTACHMENT J-1

DEPARTMENT OF LABOR WAGE DETERMINATION

!*****
NOTE TO SPECIFICATION WRITER: Choose one of the following.
*****!

Attached is Service Contract Act Wage Determination !INSERT NUMBER!. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

OR

A Service Contract Act Wage Determination has been requested from the Department of Labor and will be incorporated by amendment upon receipt. This determination specifies the minimum wages and fringe benefits to be paid under this contract.

ATTACHMENT J-C1

PERFORMANCE REQUIREMENTS SUMMARY (PRS) TABLE

!*****
NOTE TO SPECIFICATION WRITER: A PRS table is included in this attachment as required by the NAVFAC P-68, *Contracting Manual*. See paragraph III.E of the User's Guide for additional information.
*****!

The purpose of this attachment is to:

- a. List the contract requirements and work requirements considered most critical to satisfactory contract performance (See PRS Column 1).
- b. Summarize the standards of performance in the specification for each specified work requirement (See PRS Column 2).
- c. Provide maximum allowable defect rates (MADRs) for each work requirement (See PRS Column 3). The MADR is the defect rate in a population of services which, when exceeded, indicates the Contractor's quality control is unsatisfactory. The MADR does not represent a threshold for payment deductions. Deductions are taken for all defects (with appropriate credit for rework) regardless of whether the MADR was exceeded.
- d. Specify the percentage (weight) of contract requirement attributable to each listed work requirement (See PRS Column 4).

!*****
NOTE TO SPECIFICATION WRITER: The percentages in the WEIGHT column are used in conjunction with the Schedule of Deductions to calculate payment deductions for partially or unsatisfactorily performed work. Sample payment deduction calculations are shown in each of the sample quality assurance plans in the Quality Assurance Guide of this GPWS. The user should verify that the percentages shown are representative of the activity's requirements, and modify as required. The MADRs shown are suggested rates only. For example, MADRs of 0% are recommended for each work requirement for subterranean termite, powder post beetle, and carpenter ant control since the monthly volume of task orders is likely to be low. In the event more than 10 task orders are anticipated, a more appropriate MADR should be provided.
*****!

PRS TABLE

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
1. CONTRACT REQUIREMENT: SERVICE CALLS			
A. Timely service	Initial inspection and treatment within !INSERT! hours for emergency calls and !INSERT! working days for routine calls. Control achieved during the specified period [Paragraphs C.7.b(1)(a) and C.7.b(1)(b)]	3%	20% Item 1, Schedule of Deductions
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified (Section C)	3%	60% Item 1, Schedule of Deductions
C. Proper procedures followed	Completed work authorization and returned within 24 hours after initial inspection and treatment [Paragraph C.7.b(1)]	5%	10% Item 1, Schedule of Deductions
D. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 1, Schedule of Deductions
2. CONTRACT REQUIREMENT: SCHEDULED NUISANCE PEST CONTROL			
A. Timely service	Completed as scheduled (Paragraphs C.7.a and C.8.a)	3%	15% Item 2, Schedule of Deductions
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified (Paragraph C.8.a)	3%	75% Item 2, Schedule of Deductions
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 2, Schedule of Deductions
3. CONTRACT REQUIREMENT: SCHEDULED STRUCTURAL PEST CONTROL			
A. Timely service	Inspection completed as scheduled, completed report submitted within five working days (Paragraph C.9.a)	3%	10% Item 3, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Quality of work*	In-depth inspection of all facilities completed, DD Form 1070 completed in accordance with NAVFAC MO-310 (Paragraph C.9.a)	3%	80% Item 3, Schedule of Deductions
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 3, Schedule of Deductions

4. CONTRACT REQUIREMENT: SUBTERRANEAN TERMITE, POWDER POST BEETLE, AND CARPENTER ANT CONTROL

A. Timely service	Completed within specified period after order (Paragraph C.9.b)	0%	10% of unit prices, Contract Line Items 0003-0005
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified [Paragraphs C.9.b(1), C.9.b(2), and C.9.b(4)]	0%	80% of unit prices, Contract Line Items 0003-0005
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	0%	10% of unit prices, Contract Line Items 0003-0005

5. CONTRACT REQUIREMENT: DRYWOOD TERMITE CONTROL AND UNSCHEDULED STORED PRODUCTS PEST CONTROL

A. Timely service	Completed within specified period after order (Paragraphs C.9.b and C.10.b)	3%	10% of unit prices, Contract Line Items 0006-0009
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified [Paragraphs C.9.b(4) and C.10.b]	0%	80% of unit prices, Contract Line Items 0006-0009
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% of unit prices, Contract Line Items 0006-0009

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
6. CONTRACT REQUIREMENT: SCHEDULED STORED PRODUCTS INSECT SURVEILLANCE			
A. Timely service	Completed as scheduled (Paragraph C.7.a)	5%	10% Item 4, Schedule of Deductions
B. Quality of work	Accurate map, appropriate #/placement of traps, proper trap maintenance, KO notified of potential problems, correct trap catch interpretation (Paragraph C.10.a)	5%	45% Item 4, Schedule of Deductions
C. Written surveillance results*	Trap/lure replacement documented, # each type/ species of target collected reported, verified reference specimens available (Paragraph C.10.a)	5%	45% Item 4, Schedule of Deductions
7. CONTRACT REQUIREMENT: SCHEDULED ADULT MOSQUITO SURVEILLANCE			
A. Quality of work*	Trap emptied by 9:00 a.m.; accurate tally, including other required information, provided to KO before noon on scheduled service day [Paragraph C.11.a(1)]	3%	90% Item 5.a, Schedule of Deductions
B. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 5.a, Schedule of Deductions
8. CONTRACT REQUIREMENT: SCHEDULED LARVAL MOSQUITO SURVEILLANCE AND CONTROL			
A. Timely service	Dip counts performed when required and tally provided to KO before 9:00 a.m. [Paragraph C.11.a(2)]	3%	15% Item 5.b, Schedule of Deductions
B. Quality of work*	Critical level of control not exceeded (Paragraph C.11.c)	3%	75% Item 5.b, Schedule of Deductions
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 5.b, Schedule of Deductions

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
------------------------------------	---	--	----------------------

9. CONTRACT REQUIREMENT: ADULT MOSQUITO CONTROL AND
AERIAL PESTICIDE APPLICATION

A. Timely service	Service provided within specified period after order [Paragraphs C.11.b(1) and C.11.b(3)]	3%	10% of unit prices, Contract Line Items 0010-0011
B. Quality of work*	In conformance with quality standards and control levels, procedures specified [Paragraphs C.11.b(1) and C.11.b(3)]	3%	80% of unit prices, Contract Line Items 0010-0011
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% of unit prices, Contract Line Items 0010-0011

10. CONTRACT REQUIREMENT: FILTH FLY CONTROL

A. Timely service	Completed as scheduled or within specified period after order (Paragraphs C.7.a, C.7.b, and C.12)	3%	10% Item 6, Schedule of Deductions or Contract Line Items 0012-0013
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified (Paragraph C.12)	3%	80% Item 6, Schedule of Deductions or Contract Line Items 0012-0013
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 6, Schedule of Deductions or Contract Line Items 0012-0013

11. CONTRACT REQUIREMENT: TURF AND ORNAMENTAL PEST CONTROL

A. Timely service	Completed as scheduled or within specified period after order (Paragraphs C.7.a, C.7.b, and C.13)	3%	10% Item 7, Schedule of Deductions or Contract Line Items 0014-0017
-------------------	---	----	---

WORK REQUIREMENTS (Column 1)	STANDARDS OF PERFORMANCE (Column 2)	MAX ALLOW DEFECT RATE (Column 3)	WEIGHT (Column 4)
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified (Paragraph C.13)	3%	80% Item 7, Schedule of Deductions or Contract Line Items 0014-0017
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 7, Schedule of Deductions or Contract Line Items 0014-0017

12. CONTRACT REQUIREMENT: SCHEDULED WEED CONTROL

A. Timely service	Completed as scheduled (Paragraphs C.7.a and C.14)	3%	10% Item 8, Schedule of Deductions or Contract Line Item 0002
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified (Paragraph C.14)	3%	80% Item 8, Schedule of Deductions or Contract Line Item 0002
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% Item 8, Schedule of Deductions or Contract Line Item 0002

13. CONTRACT REQUIREMENT: UNSCHEDULED MISCELLANEOUS PEST CONTROL

A. Timely service	Services provided within specified period after order (Paragraph C.15)	3%	10% of unit prices, Contract Line Items 0018-0022
B. Quality of work*	In conformance with quality standards, control levels, and IPM procedures specified (Paragraph C.15)	3%	80% of unit prices, Contract Line Items 0018-0022

WORK REQUIREMENTS <u>(Column 1)</u>	STANDARDS OF PERFORMANCE <u>(Column 2)</u>	MAX ALLOW DEFECT RATE <u>(Column 3)</u>	WEIGHT <u>(Column 4)</u>
C. Daily pest management records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)	5%	10% of unit prices, Contract Line Items 0018-0022

- * Excluding the "Daily Pest Management Records" work requirement, unsatisfactory performance of this work requirement will result in an unsatisfactory rating for the entire contract requirement.

ATTACHMENT J-C2

GOVERNMENT FURNISHED FACILITIES

!*****
NOTE TO SPECIFICATION WRITER: List all facilities that will be provided to the Contractor. Provide descriptive characteristics and provide simple drawings of each facility showing Contractor areas, areas retained for use by the Government, etc.
*****!

The following facilities will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>Building Number/Location</u>	<u>Square Feet</u>	<u>Description</u>
114/Naval Station	250	Pesticide Mixing Facility
212/Naval Station	250	Equipment Storage Locker
369/Naval Station	300	Pesticide Storage Facility
!ETC.!		

ATTACHMENT J-C3

GOVERNMENT FURNISHED EQUIPMENT

!*****
NOTE TO SPECIFICATION WRITER: List all equipment that will be provided to the Contractor. Provide descriptive characteristics including manufacturer, model, type, age, location, etc.
*****!

The following items of equipment will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>Item</u>	<u>Model No.</u>	<u>Brand Name</u>	<u>Age</u>	<u>Location</u>
2-gallon Compressed Air Sprayer	1702	Hudson	5 yrs	Bldg. 5
Live Trap	113	Catch-all	6 yrs	Bldg. 5
ULV Generator	1142	Killem	9 yrs	Bldg. 8
!ETC.!				

ATTACHMENT J-C4

GOVERNMENT FURNISHED MATERIAL

!*****
NOTE TO SPECIFICATION WRITER: List all materials that will be provided to the Contractor. Provide descriptive characteristics if applicable, including general name, federal or commercial specifications (if applicable), and quantities of issue.
*****!

The following material will be made available for use by the Contractor, as specified in the "GOVERNMENT FURNISHED PROPERTY, MATERIALS AND SERVICES" paragraph, Section C.

<u>Description</u>	<u>Quantity</u>
Dursban	30 lbs.
Malathion	135 gals.
Carbaryl	45 lbs.
Blue Diamond Paste Bait	90 lbs.

!ETC.!

ATTACHMENT J-C5

PESTICIDE APPROVAL FORM

PROPOSED PESTICIDE ¹	EPA REGISTRATION NUMBER	INTENDED USE (e.g., selective weed control, bare ground weed control, etc.)	INTENDED LOCATION (e.g., cracks in pavement, roadside, etc.)

¹ Legible copies of the label and material safety data sheets for each pesticide listed above must be attached.

CONTRACTOR SIGNATURE/DATE

COGNIZANT NAVFAC EFD PMC SIGNATURE/DATE

ATTACHMENT J-C6

APPLICABLE PUBLICATIONS AND DIRECTIVES

!*****
NOTE TO SPECIFICATION WRITER: Add other publications/directives as appropriate,
including state and local regulations pertaining to pesticide application.
*****!

The Contractor shall adhere to the applicable portions of the current edition of the following publications and directives in performing the services required under this contract:

Armed Forces Pest Management Board TIM No. 11, Hydrogen Phosphide Fumigation of Subsistence with Aluminum Phosphide.

Armed Forces Pest Management Board TIM No. 14, Protective Equipment for Pest Control Personnel.

Armed Forces Pest Management Board TIM No. 15, Pesticide Spill Prevention and Management.

Armed Forces Pest Management Board TIM No. 27, Stored-Product Pest Monitoring Methods.

Armed Forces Pest Management Board TIM No. 29, Integrated Pest Management for General Use Buildings.

Armed Forces Pest Management Board TIM No. 37, Guidelines for Reducing Feral/Stray Cat Populations on Military Installations in the United States.

Department of Defense Directive 4150.7 (series), Department of Defense Pest Management Program.

Executive Order 12088, Prevention, Control, and Abatement of Environmental Pollution at Federal Installations.

Federal Aviation Regulation, Part 137, Agricultural Aircraft Operations.

NAVFAC Manual MO-310, Military Entomology Operational Handbook.

OPNAV Instruction 6250.4 (series), Applied Biology Program Services, Training, and Reporting Requirements.

Public Law 91-190, National Environmental Policy Act (NEPA).

Public Law 92-516, Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) as amended.

Public Law 93-205, Endangered Species Act.

Public Law 94-580, Resource Conservation and Recovery Act (RCRA).

US Air Force Model Pesticide Reduction Plan (July 1996).

ATTACHMENT J-C7

LIST OF REQUIRED RECORDS AND REPORTS

!*****
 NOTE TO SPECIFICATION WRITER: The format, frequency, and specific data to be recorded and reported by the Contractor should be tailored by the user to obtain reports/information required by regulations and higher authority, and enable the activity to document and periodically monitor Contractor operations. The following is a suggested list of records and reports that may be modified as required; however, if the applicable services are included in the specification, items 1 - 3 must be listed. Attach copies DD Form 1070 (available in NAVFAC MO-310) and any other standard report formats.
 *****!

The Contractor shall submit the following records and reports in accordance with the following requirements and applicable references.

<u>References</u>	<u>Record/Report Title</u>	<u>When Submitted</u>	<u>Sample Attached</u>
1. Paragraph C.5.a(4)	ULV Equipment Calibration and Droplet Analysis	With monthly invoice	No
2. OPNAVINST 6250.4 (series), Paragraph C.6.d	Pest Management Data System/DESCIM Program	Disk with monthly invoice	No
3. NAVFAC MO-310 Paragraph C.9.a	DD Form 1070/Termite and Wood Decay Inspection	Within five work days after completion	Yes
4. Paragraph C.9.b(4)(c)6	Drywood Termite Fumigant Concentrations	Upon completion of each treatment	No
5. Paragraph C.9.b(4)(f)	Drywood termite warranty inspection results	Within 10 working days after completion	No
6. Paragraph C.10.a	Stored Products Insect Surveillance	Upon completion of each individual building inspection	No
7. Paragraph C.11.a(1)	Adult Mosquito Light Trap Counts	By noon following each collection	No
8. Paragraph C.11.a(2)	Larvae Dip Counts	By 9 a.m. of the day following taking of counts	No

Minimum requirements for operation of the Defense Environmental Security Corporate Information Management (DESCIM) program are as follows:

1. IBM compatible computer, DOS 3.3 or later
2. 500K memory available for system operation/execution
3. Monochrome or color monitor
4. 3½-inch disk drive
5. 10 MB free on hard drive

The following hardware/software are recommended:

1. Workstation - Pentium processor, 133 MHz, 16 megabytes RAM, 1 gigabyte hard drive, 5¼" and 3½" dual floppy drives (high density), 15" VGA color monitor, Microsoft compatible mouse
2. Software - Microsoft DOS 6.22 and Windows 3.1; PC Anywhere (latest version), Windows or DOS version
3. Printer - Hewlett Packard LaserJet V or Okidata 395 Dot Matrix
4. Modem - Hayes (or compatible) Accura 288 v.34/v.fc+fax modem
5. 16-bit card with twisted pair

ATTACHMENT J-C8

MINIMUM/MAXIMUM QUANTITIES FOR INDEFINITE QUANTITY WORK

!*****
 NOTE TO SPECIFICATION WRITER: This Attachment provides the range of job sizes the Contractor can expect for indefinite quantity work. The Government's ability to place very small or very large orders may be affected by the dollar figures specified in FAR 52.216-19, "ORDER LIMITATIONS", Section I. The quantities shown below are provided for **illustration** only, and should be tailored by the user.
 *****!

The following table provides the minimum and maximum quantity of each indefinite quantity line item the Government will order **per** task order.

<u>Item</u> <u>No.</u>	<u>Service</u>	<u>Minimum</u> <u>Quantity</u>	<u>Maximum</u> <u>Quantity</u>
0003	Subterranean Termite Control	20 LF	2,500 LF
0004	Powder Post Beetle Control	10 SF	20,000 SF
0005	Drywood Termite Control	5,000 CF	100,000 CF
0006	Residual Insecticide Application	1,000 SF	40,000 SF
0007	Space Treatment	1,000 CF	500,000 CF
0008	Fumigation (Building/Stack)	5,000 CF	25,000 CF
0009	Adult Mosquito Control	1 HOUR	5 HOURS
0010	Aerial Pesticide Application	300 ACRES	6,000 ACRES
0011	Outdoor Filth Fly Control	1 SITE	5 SITES
0012	Indoor Filth Fly Control	5,000 CF	25,000 CF
0013	Turf Areas, Severe Outbreaks	10,000 SF	500,000 SF
0014	Turf Areas, Non-Severe Outbreaks	10,000 SF	500,000 SF
0015	Ornamentals, Severe Outbreaks	3 EACH	150 EACH
0016	Ornamentals, Non-Severe Outbreaks	3 EACH	150 EACH
0017	Animal Control	1 EACH	3 EACH
0018	Carcass Disposal	1 EACH	3 EACH
0019	Bird Control	1 EACH	2 EACH
0020	Operation of Scare/Pyrotechnic Devices	1 EACH	2 EACH
0021	Aerial Spray Support	1 EACH	3 EACH

NOTE:

CF - CUBIC FEET
 LF - LINEAR FEET
 SF - SQUARE FEET

ATTACHMENT J-C9

PEST CONTROL TREATMENT NOTIFICATION FORM

From: (Insert name of Contractor)

To: Occupants

The following quarters, buildings, and/or areas have been scheduled for pest control treatment as shown below:

Building or Quarters Number _____ is scheduled for
_____ treatment on (date) _____
from _____ to _____.

SPECIAL NOTES

In most cases, occupants will be required to vacate the space(s) concerned for a brief period while the services are actually being performed. Prior to treatment, occupants are required to accomplish the following precautionary measures:

1. Barracks. If feasible, remove contents of personal lockers and place on bunk. Open all locked areas.
2. Messes, Clubs, Commissaries. Store all open food if possible; otherwise, cover with protective cloth, paper, or plastic. Remove utensils or wash before using.
3. Hospital Wards. The person in charge of each ward must be present immediately prior to spraying to define the scope of work allowed at that particular time, or communicate any restrictions that might be in effect.
4. Family Housing. Open all cabinet and closet doors. Place open food in the refrigerator. Cover food, such as vegetables, fruit, etc., with protective cloth, paper, or plastic. Remove utensils or wash before using.
5. Office Buildings. Have all desks and cabinets unlocked and available for treatment.

NOTE: It is the desire of !INSERT CONTRACTOR'S NAME! to give efficient, effective, and economical pest control services. Any constructive criticism or suggestions are welcomed, as well as comments regarding the manner in which the work is performed.

Telephone: _____

THANK YOU

ATTACHMENT J-C10

SURVEILLANCE METHODS

PEST	SURVEILLANCE METHOD
Cockroaches	Visual, Sticky Traps
Ants	Visual, Sticky Traps
Other Arthropod Pests (Silverfish, Spider, Cricket, etc.)	Visual, Sticky Traps
Rodents	Visual
Nuisance Birds	Visual
Subterranean Termites	Visual (swarming adults, tubes, damage)
Drywood Termites	Visual
Carpenter Ants	Visual
Stored Products Pests	Visual (commodity spillage); Sweeping/Vacuuming; Pheromone, Food Bait, or Sticky Traps; New Jersey-type Light Traps
Adult Mosquitoes	New Jersey-type Light Traps, CDC Traps, Biting Counts, Resting Stations
Larval Mosquitoes	Dip Counts
Biting Flies	Visual
Filth Flies	Sticky Traps, Fly Grids, Light Attractant Traps, Scuddergrill Counts
Ornamental Pests	Visual, Pheromone Traps, Traps
Turf Pests	Visual, Pheromone Traps, Traps
Fire Ants	Visual (mounds)
Weeds	Visual
Miscellaneous Pests	Visual

ATTACHMENT J-C11

SERVICE LOCATIONS

!*****
NOTE TO SPECIFICATION WRITER: As a minimum, include the following information
for each of the services to be provided by the Contractor.

- . Identification of each site, building, or area
- . Dimensions (size)
- . Schedule of inspections or frequency at which treatments will be required

Service records from the past 2 to 3 years should be used to determine the
required information.

*****!

1. SCHEDULED NUISANCE PEST CONTROL. Inspect and treat the following areas as
necessary for the control of cockroaches, ants, other arthropod pests, rodents,
and nuisance birds per the requirements of paragraph C.8.a. Frequencies
specified are a **minimum**.

a. Weekly Inspection and Treatment

<u>Building Number</u>	<u>Description</u>	<u>Size (Square Feet)</u>
693	Subsistence Warehouse	8,040
695	Subsistence Warehouse	8,040
696	Subsistence Warehouse	8,000

b. Biweekly Inspection and Treatment

<u>Building Number</u>	<u>Description</u>	<u>Size (Square Feet)</u>
79	Officers Club	20,473
149	Dining Hall	28,375
201	Four Winds Club	9,210
291	NCO Club	11,755
600	Dining Hall	23,189
700	Dining Hall/Club	71,061
926	Dining Hall/Exchange	11,051

c. Monthly Inspection and Treatment

<u>Building Number</u>	<u>Description</u>	<u>Size (Square Feet)</u>
Quarters #1	General's quarters	8,227
10	Disbursing	28,384
11	Administration Building	23,556
17	Community Center	7,772
19	Correction Center	7,988
111	Recreation Building	47,125
113	Cafeteria	12,361
138	Typewriter Repair Shop	18,000

d. Quarterly Inspection and Treatment

<u>Building Number</u>	<u>Description</u>	<u>Size (Square Feet)</u>
330	Barracks	26,904
331	Barracks	26,904
700	Barracks	71,061

2. SCHEDULED STRUCTURAL PEST CONTROL. The following facilities shall be inspected annually for wood-destroying pests, as specified in paragraph C.9.

<u>Building Number</u>	<u>Description</u>	<u>Size (Square Feet)</u>
10	Disbursing	28,384
11	Administration Building	23,556
17	Community Center	7,772
19	Correction Center	7,988
79	Officers Club	20,473
111	Recreation Building	47,125
113	Cafeteria	12,361
138	Typewriter Repair Shop	18,000
149	Dining Hall	28,375
151	Fire House	8,481
155	Motor Transport	23,763
201	Four Winds Club	9,210
291	NCO Club	11,755
600	Dining Hall	23,189
700	Dining Hall/Club	71,061
926	Dining Hall/Exchange	11,051

3. SCHEDULED STORED PRODUCTS INSECT SURVEILLANCE. Provide weekly surveillance for grain-infesting beetles and moths per paragraph C.10.

<u>Building Number</u>	<u>Description</u>	<u>Commodity</u>	<u>Size (Square Feet)</u>	<u>Volume (1,000 Cubic Feet)</u>
697	Subsistence Warehouse	Flour	8,040	145
699	Subsistence Warehouse	Sugar	10,000	180

4. SCHEDULED FILTH FLY CONTROL. Inspect and treat the following areas for the control of filth flies per the requirements of paragraph C.12. Frequencies specified are a **minimum**.

<u>Building Number</u>	<u>Description</u>	<u>Frequency</u>
201	Four Winds Club	Weekly
291	NCO Club	Weekly
600	Dining Hall	Biweekly
700	Dining Hall/Club	Weekly
926	Dining Hall/Exchange	Weekly

5. SCHEDULED TURF AND ORNAMENTAL PEST CONTROL

<u>Area</u>	<u>Size (Acres)</u>	<u>Approximate Number of Trees</u>	<u>Approximate Number of Shrubs</u>
#1	12.5	40	5
#2	2.3	3	0
#3	4.2	15	12

ATTACHMENT J-C12

INSTALLATION MAPS AND DRAWINGS

!*****

NOTE TO SPECIFICATION WRITER: Include maps and drawings as required to clearly identify the location and/or extent of buildings and areas at which pest control services will be required. In particular, be sure to include a map showing the specific locations and size (if appropriate) of:

- New Jersey light traps [paragraph C.11.a(1)].
- If limited only to certain areas, indicate the portion(s) of the activity in which larval surveillance and control services will be required [paragraph C.11.a(2)].
- Areas in which scheduled turf and ornamental pest control services (bagworm, fire ant, mole cricket, etc.) will be required (paragraph C.13.a). If fire ant control is included, be sure to indicate which grounds areas are critical and which are non-critical [paragraph C.13.a(2)(b)].
- Areas in which scheduled weed control services will be required (paragraph C.14.a). Be sure to include both length and width of paved ditches and approximate locations of poles, posts, fire plugs, and other mowing obstructions. For fence lines, only identify those locations where vegetation has historically been a problem.

*****!

The attached maps and drawings show the location of the buildings and areas at which pest control services shall be provided, as specified in the technical specifications, Section C.

ATTACHMENT J-G1

SAMPLE INVOICE

!*****
NOTE TO SPECIFICATION WRITER: A sample invoice may be included in this
attachment. The format should simplify verification of the amount billed and
the calculation of payment deductions.
*****!

The Contractor shall prepare and submit an invoice for payment similar to the
attached.

COMPANY LETTERHEAD AND ADDRESS
(As it appears on the contract)

TO: !ACTIVITY NAME AND ADDRESS!

CONTRACT: !CONTRACT NUMBER AND TITLE!

FIXED-PRICE WORK

1 Month @ \$_____ = \$_____

INDEFINITE QUANTITY WORK (IF ORDERED)

Task Order No.	Amount
_____	\$_____
_____	\$_____
_____	\$_____
_____	\$_____

INDEFINITE QUANTITY WORK TOTAL = \$_____

TOTAL AMOUNT OF INVOICE = \$_____

I CERTIFY THE ABOVE IS A TRUE BILL AND PAYMENT THEREFORE HAS NOT BEEN RECEIVED

SIGNATURE OF COMPANY OFFICIAL

COMPANY OFFICIAL NAME/TITLE
(Please Print)

Enclosures:

Task Orders

Monthly Work Schedule for_____

Daily Pest Management Records (3½-inch disk) for the Month of_____

ATTACHMENT J-M1

OFFEROR'S EXPERIENCE FORM

1. List below your experience, either as a contractor or subcontractor (identify which), with management of pest control services.

Contract Title and Number_____

Location_____ Dollar Amount \$_____

Points of Contact_____

CONTRACTING OFFICER

PROGRAM (TECHNICAL) MANAGER

Name_____ Name_____

Title_____ Title_____

Phone_____ Phone_____

Briefly describe your experience/success in relation to the following:

1. Quality of Service

2. Timeliness of Performance

3. Business Relations

4. Customer Satisfaction

5. Receipt of Widely Recognized Awards

(Use additional pages if required and attach to this form.)

Contract Title and Number_____

Location_____ Dollar Amount \$_____

Points of Contact_____

CONTRACTING OFFICER

PROGRAM (TECHNICAL) MANAGER

Name_____ Name_____

Title_____ Title_____

Phone_____ Phone_____

Briefly describe your experience/success in relation to the following:

1. Quality of Service

2. Timeliness of Performance

3. Business Relations

4. Customer Satisfaction

5. Receipt of Widely Recognized Awards

(Use additional pages if required and attach to this form.)

Contract Title and Number_____

Location_____ Dollar Amount \$_____

Points of Contact_____

CONTRACTING OFFICER

PROGRAM (TECHNICAL) MANAGER

Name_____ Name_____

Title_____ Title_____

Phone_____ Phone_____

Briefly describe your experience/success in relation to the following:

1. Quality of Service

2. Timeliness of Performance

3. Business Relations

4. Customer Satisfaction

5. Receipt of Widely Recognized Awards

(Use additional pages if required and attach to this form.)

2. List corporate-level employees to be involved in this contract who had experience on the above contracts. For each, discuss their involvement and the benefits they will contribute in the performance of this contract.

3. When working with a combination fixed-price and indefinite quantity contract, what management procedures or practices did you implement to assure indefinite quantity work was accomplished without adversely impacting the fixed-price work?

(Use additional pages if required and attach to this form.)

ATTACHMENT J-M2

**PEST CONTROL SERVICES
METHODS AND UNDERSTANDING FORM**

A. **STAFFING**. Provide the full-time equivalents (FTEs) that will be allocated for each of the major service areas shown below, indicating the breakdown for fixed-price and indefinite quantity work. Assume all estimated quantities (indefinite quantity contract line items 0002-0019) will be ordered. Provide staffing level justification, as well as employee classifications and skill levels. Specify that portion of the work which will be subcontracted, if applicable.

1. Nuisance Pest Control

2. Structural Pest Control

3. Stored Products Pest Control

4. Mosquito and Biting Fly Control

(Use additional pages if required and attach to this form.)

5. Filth Fly Control

6. Turf and Ornamental Pest Control

7. Scheduled Weed Control

8. Unscheduled Miscellaneous Pest Control

(Use additional pages if required and attach to this form.)

B. METHODS AND PROCEDURES

1. Fixed-Price Work. Describe the proposed methods you will employ to ensure all work is completed within specified response/completion times (both scheduled services and service call work), proper reports are completed and submitted as required, and follow-up inspections and treatments/retreatments are performed.

(Use additional pages if required and attach to this form.)

2. Indefinite Quantity Work. Describe your plan for managing the indefinite quantity portion of the contract, from receipt of task orders to work completion.

(Use additional pages if required and attach to this form.)

C. Provide the types and quantities of tools, supplies, and equipment that will be used to meet all contract requirements.

D. Describe the rationale used to determine the management and overhead/indirect costs shown in "Supplemental Pricing Information", Section B. Provide pertinent information, such as, FTEs, salaries, supplies, etc.

(Use additional pages if required and attach to this form.)

E. Describe your plan to ensure continuity of services at contract start.

F. Discuss your Quality Control Plan and the methods used to inspect the services performed.

(Use additional pages if required and attach to this form.)

ATTACHMENT J-M3

OFFEROR'S RESOURCES FORM

A. **CORPORATE FINANCIAL RESOURCES**. List the corporate financial resources available to support the requirements of this contract.

BANKS/FINANCIAL INSTITUTIONS

ASSETS

B. **KEY PERSONNEL (ON-SITE)**. Attach job/position descriptions for each person shown below.

NAME

TITLE

QUALIFICATIONS

(Use additional pages if required and attach to this form.)

C. **FIELD ORGANIZATION**. Provide an organizational chart showing lines of authority, subfunctions, and any subcontractor interfaces.

(Use additional pages if required and attach to this form.)

END OF SECTION J

J-M3-2

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
PEST CONTROL SERVICES

QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
PEST CONTROL SERVICES

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QUALITY ASSURANCE GUIDE
GUIDE PERFORMANCE WORK STATEMENT FOR
PEST CONTROL SERVICES

I. INTRODUCTION. Quality assurance (QA) is a program undertaken by the Government to provide some measure of the quality of goods and services purchased from a Contractor. To accomplish this, the Government, in this case the naval shore activity contracting for pest control services, must develop and implement a system that will ensure that the quantity and quality of the goods and services received comply with the requirements of the contract. This QA Guide is designed to assist the Facilities Support Contract Manager (FSCM) or other user in setting up the activity's QA program. The user is advised to refer to the NAVFAC manual MO-327, *Facility Support Contract Quality Management Manual* and the NAVFAC manual MO-315, *Pest Control Quality Assurance Evaluator Training Handbook* for more detailed information on the development and implementation of a QA Program.

A. Overview. This Guide suggests specific methods for monitoring pest control services and provides sample QA Plans. These sample plans must be tailored concurrently with the tailoring of the GPWS to develop a unique QA program that fits the needs of the activity. The Guide is divided into four parts:

1. The Introduction presents an overview and gives information on Quality Assurance Evaluator (QAE) staffing and training.

2. QA Plan Development discusses special considerations that affect the way in which pest control services may be monitored and suggests specific evaluation methods for each service included in this GPWS.

3. The sample QA plans include numerical examples, suggested Evaluation Work Sheets, and sample Monthly Payment Deduction Forms for each service included in this GPWS. The payment deduction forms illustrate how to use the Performance Requirements Summary (PRS) Table and inspection results to calculate deductions from the Contractor's invoice. The sample plans provided must be tailored by the user to conform with the tailored PWS.

4. Contractor's Overall Performance discusses how to use the QAE's inspection results to make an overall evaluation of Contractor performance, and provides a sample monthly summary report format.

B. QAE Training. Personnel tasked with monitoring the pest control Contractor's performance must be adequately trained both in pest control and in QA methods and procedures in order to effectively implement the activity's QA program.

1. NAVFAC P-68, *Contracting Manual*, requires all individuals assigned QAE duties to attend the QAE training course provided by each of the NAVFAC geographical Engineering Field Divisions (EFDs) within six months of their assignment, or have equivalent training as determined by the Contracting Officer. If this training has not been received, the activity should take steps to have the QAE(s) attend the next available course, and in the meantime, should develop a local training program. The EFD (Code 16) should be contacted for basic QAE training scheduling or assistance.

2. In addition to the general training requirements specified above, OPNAVINST 6250.4 requires QAEs inspecting pest control services successfully complete a special pest control QAE training course offered by the EFDs. Recertification courses must be completed every three years thereafter. Contact the EFD PMC for information on the availability of these courses.

3. The NAVFAC manual MO-315, *Pest Control Quality Assurance Evaluator Training Handbook*, is designed to provide QAEs with little or no experience in pest control services the knowledge needed to effectively evaluate the performance of pest control Contractors. This handbook provides background information on the basic principles of pest control and an introduction to the major pest control functions that are typically contracted at military installations.

4. In addition to being intimately familiar with the requirements of the pest control specification, QAEs must also familiarize themselves with the procedures which will be used to order work, how customer complaints will be handled, etc.

C. QAE Staffing. Obviously the most well developed QA program will not be effective if QAE staffing is inadequate. Ideally QAE staffing should be based on a predetermined number of contract inspections (QA plans) and related work requirements rather than on the availability of QAEs. Once adequate QA plans have been developed, the user should perform a staffing analysis to determine the required QAE staffing, then if appropriate, compare the results with the current effort. This analysis involves determining the average time needed to complete each of the inspections required (sample size or quantity of work) by each plan, including travel time requirements, time required to prepare monthly reports and perform other administrative duties, time to perform any nonsurveillance duties (e.g., training, safety meetings, preparing contract modifications, making award fee determinations, etc.), etc. NAVFAC EFDs have experience in conducting staffing analyses and may be contacted for assistance.

II. QUALITY ASSURANCE PLAN DEVELOPMENT. Ideally, QA plan development should be accomplished concurrently with development of the PWS, and viewed as a single process. The two are closely interrelated since one (the PWS) defines required work outputs and quality standards while the other defines how work outputs will be observed and measured. Many of the inspection problems which tend to turn up after contract award can be avoided by careful up-front coordination between the specification and QA plan writers. Chapters 4 and 6 of NAVFAC MO-327 discuss methods of surveillance, inspection documentation, development of QAE schedules, and other issues related to the development of QA plans. Chapter 20 of NAVFAC MO-315 and the information provided below provide additional guidance on quality assurance concerns specifically as they relate to the surveillance of pest control services.

A. Functional Considerations

1. Evaluation Criteria. Pest control contracts generally include several specific contract requirements whose objective is to essentially eliminate a category of pests from the work site. Most contract requirements will include a variety of pest species to be controlled, and for each pest, there may be several applicable control methods available. As control methodology can vary for each pest, between pests, and even geographically from activity to activity, it is very important the QAE work in conjunction with the EFD PMC to develop evaluation criteria unique for that activity.

2. Inspection Timing. Ideally, the QAE should inspect the performance of selected services at some point shortly after completion by the Contractor to verify the appropriate level of control has been achieved. However, it is also important to periodically examine work in progress on all services to ensure pesticides and equipment are being properly used, proper supervision of pesticide applications is being provided, customers are properly notified in advance of services to be performed, alternate control procedures are being considered, and other regulatory and contractual requirements are being met. Also, some services, such as drywood termite control, will always require the QAE be on site to observe the work while it is in progress, simply because of the difficulty in determining whether control has been obtained after the fact.

3. Rework. As specified in the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES clause, the Government may require the Contractor reperform work identified as being poorly performed or not performed, provided a reasonable amount of time is allowed for rework to be completed. In the case of pest control services, the following should be considered.

a. In almost every case in which the QAE identifies a control failure, the Contractor will be required to inspect and retreat the affected area(s) as needed to reestablish control. The easiest way to make the Contractor aware that a retreatment (call back) is required is to provide copies of completed EVALUATION WORK SHEETS. This will also satisfy the requirement of the "CONSEQUENCES" clause that the Contractor be notified of all noted deficiencies in writing. Retreatments (call backs) must be completed within 24 hours, as specified in paragraph C.7.e of the specification.

b. Work quality defects for some contract requirements cannot be reworked. For example, if the Contractor does not provide accurate adult mosquito tally information to the KO on any given required day, there is no way for the work to be reperformed. Some work requirements, such as timely service, obviously can never be reworked.

c. Invoice payment deductions should always be made when a documented deficiency is not satisfactorily reworked. Liquidated damages should be deducted for all documented deficiencies, whether or not rework is accomplished. Ten percent and 20% are the factors used to calculate liquidated damages for Contractor and in-house work forces respectively in this QA Guide.

B. Selection of Methods of Surveillance. Chapter 4 of NAVFAC MO-327 and Chapter 20 of NAVFAC MO-315 provide general information on the five methods of surveillance available and the factors that influence which method(s) should be selected for use. The factors influencing the selection of a method of surveillance for a given service include the number (population) of items to be inspected; the importance, characteristics, and location of the service; and the availability of QAE resources. Specific factors which influence the selection of evaluation methods for pest control services are discussed below for each method of surveillance.

1. One Hundred Inspection. One hundred percent inspection is generally used for those services which are considered very important, those which have relatively small monthly populations, and those included in the indefinite quantity (IQ) portion of the contract. Therefore, 100% inspection is recommended for the inspection of the following services included in this GPWS.

a. Unscheduled Work. Before the QAE can legitimately certify satisfactory completion of work on an indefinite quantity task order, the work obviously must be inspected at least once. Therefore, 100% inspection is recommended for all unscheduled (indefinite quantity) services. Since most of these services will have limited populations, this should not be impractical for the QAE to accomplish.

b. Service Calls. Due to the small number of service calls normally issued at the typical activity, 100% inspection is recommended for the inspection of these services. Of course, if pest control services are included as part of a larger contract that also contains service call work, or if there are a significant number of change of occupancy treatments, 100% inspection may not be practical.

c. Drywood Termite Control. Due to the potential danger involved in the fumigation process, and since it is very difficult to determine if control has been achieved when inspecting after the fact, 100% inspection must be used for the inspection of drywood termite control.

d. Scheduled Stored Products Insect Surveillance. Due to the small number of traps required, the ability to inspect all traps during building visits, and the significance of this service as an emerging IPM technology, 100% inspection is recommended for stored products insect surveillance.

e. Other Services. One hundred percent inspection should be considered for all other services, even scheduled nuisance pest control, if monthly populations are expected to be very small.

2. Random Sampling. Surveillance based on random sampling evaluates a portion of the work, accurately estimating Contractor performance through the use of statistical theory. Random sampling is most useful on large homogeneous populations where 100% inspection is not required or feasible. If appropriate provisions are included in the specification and the random sampling is properly conducted, the percentage of defective work items found in the sample (less a small adjustment for inaccuracies) may be extrapolated and deducted from the Contractor's payment invoice. In the case of pest control services, random sampling will not likely be practical in most contracts due to the relatively small population of homogeneous services. However, activities with a large number of scheduled nuisance pest control services may want to consider random sampling.

3. Planned Sampling. Planned sampling is similar to random sampling in that it is based on evaluating a portion of the work as the basis for evaluating the Contractor's performance. Samples are selected based on a subjective rationale and the sample size is arbitrarily determined. Planned sampling is useful when population sizes are not large enough or homogeneous enough to make random sampling practical. Since their populations are generally small and non-homogeneous, planned sampling is recommended for the inspection of most all scheduled pest control services, including nuisance pest control, structural pest control services, adult mosquito surveillance, larval surveillance and control, filth fly control, turf and ornamental pest control, and scheduled weed control services.

4. Unscheduled Inspections. An unscheduled inspection is what the name implies. Since it does not provide any measure of the Contractor's performance,

it should be used only to support other methods and never as a primary method of surveillance.

5. Validated Customer Complaints. Customer complaints, primarily through the use of building monitors and housing residents (if services are being provided in family housing units), is a key supportive surveillance method since it is the building occupant who is closest to the service that is being provided. Building occupants can provide quick response to unsatisfactory and/or nonperformed work and can serve as the remote eyes of the QAE, provided they are made aware of the services to be provided and a clear means of reporting discrepancies is established. The method of receiving and documenting customer complaints needs to be carefully planned by the FSCM and QAE.

a. Customer complaint records should be maintained which document the nature of the complaint and, if valid, whether the problem was corrected or not. Only complaints validated by the QAE are subject to invoice deductions. A typical "Validated Customer Complaint Record" form is shown in Appendix H of NAVFAC MO-327.

b. Customer complaints are recorded and passed to the Contractor in accordance with the standard rework and call back procedures specified in the contract.

C. Performance Requirements Summary. As noted previously in the User's Guide (paragraph III.E), the PRS table will be used primarily by the KO in conjunction with the CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES", "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK", and "SCHEDULE OF DEDUCTIONS" clauses, in making payment deductions for unsatisfactory performance or nonperformance of contract requirements. The table is also very useful in the preparation of QA plans since it summarizes the work requirements, standards of performance, and maximum allowable defect rates (MADRs) for each contract requirement. A sample PRS table, which reflects the contract requirements and work requirements of this GPWS, is provided in Attachment J-C1. Of course, this table must be modified to reflect the requirements of the tailored PWS. NAVFAC MO-327 and the NAVFAC FOCAS User Manual provide guidance on the development of PRS tables and calculation of payment deductions, and should be referred to by the user.

1. MADRs are defect rates above which the Contractor's quality control is considered unsatisfactory for any particular work requirement. The MADR selected for any particular work requirement should reflect both the expected population of services and the requirement's importance. For example, the MADR for subterranean termite control work quality should be smaller than that for nuisance pest control, since the potential damage from lack of termite control far exceeds that of cockroach control. Note that MADRs do not affect sample sizes or the method of calculating payment deductions in any way. Suggested values are included in Attachment J-C1; however, these must be tailored by the user.

2. In the "WEIGHT" column, the price of each work requirement is specified as a percentage of the price of the contract requirement with which it is associated. Careful consideration must be given to objectively assigning these percentages since they will be used in making payment deductions. One method which may be used is to calculate the cost of each work requirement using Engineered Performance Standards (EPS) and then use these costs to determine the percentage to be assigned to each work requirement. Values for timeliness work

requirements will be the most difficult to determine since they are by nature subjective. The percentages suggested in GPWS Attachment J-C1 should be carefully reviewed and tailored by the user.

III. SAMPLE QUALITY ASSURANCE PLANS. There are thirteen sample QA plans provided in this GPWS. They are:

- QA Plan #1 - Service Calls
- QA Plan #2 - Scheduled Nuisance Pest Control
- QA Plan #3 - Scheduled Structural Pest Control
- QA Plan #4 - Subterranean Termite, Powder Post Beetle, and Carpenter Ant Control
- QA Plan #5 - Drywood Termite and Unscheduled Stored Products Pest Control
- QA Plan #6 - Scheduled Stored Products Insect Surveillance
- QA Plan #7 - Scheduled Adult Mosquito Surveillance
- QA Plan #8 - Scheduled Larval Surveillance and Control
- QA Plan #9 - Adult Mosquito Control and Aerial Pesticide Application
- QA Plan #10 - Filth Fly Control
- QA Plan #11 - Turf and Ornamental Pest Control
- QA Plan #12 - Scheduled Weed Control
- QA Plan #13 - Unscheduled Miscellaneous Pest Control

A. Of course, each sample QA plan must be tailored to reflect the pests being controlled, changes made by the user to Section C of the GPWS and the PRS table, and changes in methods of surveillance, Evaluation Work Sheets, etc. For example, at a small activity or one where there are few scheduled nuisance pest control services, the user may want to use 100% inspection as the method of surveillance rather than the suggested method, planned sampling.

B. Tailored QA plans should be self-contained documents written in sufficient detail to preclude extensive reference to other documents or manuals. Tailored plans should contain examples of all Evaluation Work Sheets, summary reports, and other forms which will be used for documenting Contractor performance. Sample selection, evaluation, analysis of results, and other procedures should be as detailed as possible.

C. The user should be aware that sample size determinations, sampling procedures, and payment deduction calculations in the sample QA plans can be accomplished using FOCAS. This program will greatly reduce the time and number of manual calculations required, especially when random sampling is selected as the method of surveillance. Interested users should contact their geographical EFD for copies of this program.

QUALITY ASSURANCE PLAN #1
SERVICE CALLS

1. Contract Requirement. Service Calls.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Service | Initial inspection and treatment within !INSERT! hours for emergency calls, and !INSERT! working days for routine calls; control achieved during the specified period [Paragraph C.7.b(1)] |
| b. Quality of Work | In conformance with quality standards, control levels, and IPM procedures specified, Section C |
| c. Proper Procedures Followed | Completed work authorization and returned within 24 hours after initial inspection and treatment [Paragraph C.7.b(1)] |
| d. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance. One hundred percent inspection supported by validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Proper Procedures Followed | 5% |
| d. Daily Pest Management Records | 5% |

4. Quantity of Work. The actual quantity of completed service calls will vary from month to month. Historically, an average of 20 routine and five emergency service calls are completed each month.

5. Level of Surveillance. Not Applicable.

6. Sample Size. Not Applicable.

7. Sampling Procedures. Not Applicable.

8. Evaluation Procedures. Each service call must be inspected by the QAE at least once, but more than one inspection may be required depending on the pest, the method of control selected by the Contractor, and other factors. Change of occupancy services will generally be inspected while the work is in progress, and control will be assumed if the new resident does not call back within 60 days after treatment. Most other service call inspections will be conducted at the appropriate point(s) after the initial inspection and treatment are completed to ensure control has been achieved. Work quality will be considered unsatisfactory if control is not achieved by the end of the specified control period. In most all instances, where the quality of work is considered

unsatisfactory, timely service will also be considered unsatisfactory. Proper procedures will be inspected by verifying that a properly completed Service Call Work Authorization Form has been provided as required. Pest management records will be inspected for all service calls at the end of the month when the invoice is received, and spot checks will be made during the month as required to verify that these records are routinely being completed within 24 hours of each operation.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion, a separate work sheet will be used for routine and emergency service calls. A brief but complete description of any noted defects, including the type of pest found, will be provided and retreatment information will be recorded if appropriate. Also note and record in the remarks column any noted violations of regulations or contract standards, such as pesticides not being applied per label instructions, preparation instructions not being provided to building monitors, etc. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

b. Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form, and record appropriate grades and information on the original EVALUATION WORK SHEET. Normally, site visits will be required to validate complaints.

c. Call Backs. Retreatments for control failures will almost always be required and must be completed by the Contractor within 24 hours of notification. Each site retreated will be inspected by the QAE to ensure the proper level of control has been achieved and appropriate notations completed on the EVALUATION WORK SHEET. Rework for proper procedures and pest management reports will normally be allowed if practical.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate defect rates (DRs) and recommended payment deductions for each work requirement, compare DRs to MADRs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number of Unsatisfactory Calls}}{\text{Actual Number of Calls Completed}} \times 100$$

b. If the DR for a work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

EVALUATION WORK SHEET FOR SERVICE CALLS
QUALITY ASSURANCE PLAN #1

CONTRACT NUMBER: _____ TYPE OF SERVICE CALL: _____

WORK AUTH NUMBER	SERVICE LOCATION	DATE/TIME	WORK DESCRIPTION	WORK REQUIREMENTS				CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
				TIMELY SERVICE	QUALITY OF WORK	PROPER PROCEDURES	DAILY PEST MGMT RECORDS			

QAE ' S SIGNATURE / DATE

CONTRACTOR ' S SIGNATURE / DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM FOR SERVICE CALLS

CONTRACT NUMBER: _____ TYPE OF SERVICE CALL: _____

SUMMARY FOR THE PERIOD <u>1 JAN 97 - 31 JAN 97</u>	<u>TIMELY SERVICE</u>	<u>QUALITY OF WORK</u>	<u>PROPER PROCEED</u>	<u>PEST RECORDS</u>
A. Relative Value of Services (weight from PRS)	<u>20%</u>	<u>60%</u>	<u>10%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 1.a or 1.b x A ÷ 100)	<u>\$ 120.00</u>	<u>\$ 360.00</u>	<u>\$ 60.00</u>	<u>\$ 60.00</u>
C. Actual Number of Calls Completed	<u>20</u>	<u>20</u>	<u>20</u>	<u>20</u>
D. Cost per Call (B ÷ C)	<u>\$ 6.00</u>	<u>\$ 18.00</u>	<u>\$ 3.00</u>	<u>\$ 3.00</u>
E. Number of Unsatisfactory Calls	<u>3</u>	<u>2</u>	<u>2</u>	<u>2</u>
F. Defect Rate (E ÷ C x 100)	<u>15.0%</u>	<u>10.0%</u>	<u>10.0%</u>	<u>10.0%</u>
G. Number of Calls Reworked by Contractor	<u>N/A</u>	<u>1</u>	<u>0</u>	<u>0</u>
H. Number of Calls Reworked by Government or Others	<u>N/A</u>	<u>0</u>	<u>0</u>	<u>0</u>
I. Net Calls Deducted at Schedule Price (E - G - H)	<u>3</u>	<u>1</u>	<u>2</u>	<u>2</u>
J. Net Amount to Deduct (D x I)	<u>\$ 18.00</u>	<u>\$ 18.00</u>	<u>\$ 6.00</u>	<u>\$ 6.00</u>
K. Deduct Government Rework Actual Cost or Schedule Price (D x H)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
L. LDs on Government Rework (20% x K)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
M. LDs on All Other Defects [10% x D x (E - H)]	<u>\$ 1.80</u>	<u>\$ 3.60</u>	<u>\$.60</u>	<u>\$.60</u>
N. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. Total Deductions (J + K + L + M + N)	<u>\$ 19.80</u>	<u>\$ 21.60</u>	<u>\$ 6.60</u>	<u>\$ 6.60</u>

TOTAL PAYMENT DEDUCTIONS = \$ 54.60

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #2
SCHEDULED NUISANCE PEST CONTROL

1. Contract Requirement. Scheduled Nuisance Pest Control Services.

<u>Work Requirements</u>	<u>Standards of Performance</u>
a. Timely Service	Service completed as scheduled (Paragraphs C.7.a and C.8.a)
b. Quality of Work	In conformance with quality standards, control levels, and IPM procedures specified (Paragraph C.8.a)
c. Daily Pest Management Records	Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections and validated customer complaints (if appropriate).

3. Maximum Allowable Defect Rate (MADR)

a. Timely Service	3%
b. Quality of Work	3%
c. Daily Pest Management Records	5%

4. Quantity of Work. The quantity of work will be the number of nuisance pest control services scheduled by the Contractor for the monthly evaluation period.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DRs for both timely service and quality of work are less than or equal to their MADRs. If at minimum surveillance the DR for timely service or quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

Minimum - 10% of the scheduled nuisance pest control services
Normal - 25% of the scheduled nuisance pest control services

7. Sampling Procedures. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the locations where nuisance pest control services are to be accomplished, and the appropriate number of samples will be chosen based on the level of surveillance being used. Locations will be chosen on a rotating basis so that selection will be consistent from month to month and all service locations will periodically be included in the sample.

8. Evaluation Procedures. Each selected service must be inspected by the QAE, either while the work is in progress, or at some point shortly after it is scheduled for completion. Work quality will be considered unsatisfactory if the population of any nuisance pest exceeds the specified control level. In most all instances where the quality of work is considered unsatisfactory, timely service will also be considered unsatisfactory. Pest management records will be inspected for each sampled service at the end of the month when the invoice is

received, and spot checks will be made during the month as required to verify that these records are routinely being completed within 24 hours of performance.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion, a separate work sheet will be used for each scheduled service frequency. A brief but complete description of any noted defects, including the type of pest found, will be provided and retreatment information will be recorded, if appropriate. Also record in the remarks column any noted violations of regulations or contract standards, such as pesticides not being applied per label instructions, preparation instructions not being provided to building monitors, etc. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

b. Unscheduled Inspections. Unscheduled inspections may be conducted on any service location, but should be limited to those where control problems would normally be expected (such as club and food storage areas) or have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Validated Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Site visits will normally be required to validate complaints.

d. Call Backs. Retreatments for control failures will almost always be required and must be completed by the Contractor within 24 hours of notification. Each site retreated will be inspected by the QAE to ensure that the proper level of control has been achieved and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Total Number of Defects in Sample}}{\text{Sample Size}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for both timely service and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for timely service or quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects. Deductions will be calculated by transferring information on all unsatisfactory

work requirements from the EVALUATION WORK SHEETS to a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR SCHEDULED NUISANCE PEST CONTROL
QUALITY ASSURANCE PLAN #2**

CONTRACT NUMBER: _____

FREQUENCY: _____

SERVICE LOCATION	DATE/TIME	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
		TIMELY SERVICE	QUALITY OF WORK	DAILY PEST MGMT RECORDS			

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM FOR SCHEDULED NUISANCE PEST CONTROL

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD: _____

SERVICE LOCATION	DATE	UNIT PRICE	VALUE OF UNSATISFACTORY WORK			CREDIT FOR REWORK	LIQUIDATED DAMAGES (10%)	LIQUIDATED DAMAGES (20%)	TOTAL PAYMENT DEDUCTION
			TIMELY SERVICE (15%)	QUALITY OF WORK (75%)	PEST RECORDS (10%)				
Bldg 5	12/7	\$25.00	\$ 3.75				\$.37		\$ 4.12
Bldg 12	12/7	\$55.00	\$ 8.25	\$41.25		\$ 1.25	\$ 4.95		\$ 3.20
Bldg 65	12/9	\$30.00			\$ 3.00	\$ 3.00	\$.30		\$.30

QAE'S SIGNATURE/DATE _____

TOTAL PAYMENT DEDUCTIONS = \$ _____

QUALITY ASSURANCE PLAN #3
SCHEDULED STRUCTURAL PEST CONTROL

1. Contract Requirement. Scheduled Structural Pest Control.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Service | Inspection completed as scheduled, completed report submitted within five working days (Paragraph C.9.a) |
| b. Quality of Work | Complete inspection, DD Form 1070 prepared in accordance with NAVFAC MO-310 (Paragraph C.9.a) |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. The quantity of work will be the number of structural pest control inspections scheduled to be performed by the Contractor during the monthly evaluation period.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DRs for both timely service and quality of work are less than or equal to their MADRs. If at minimum surveillance the DR for timely service or quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

Minimum - 10% of the scheduled inspections
Normal - 25% of the scheduled inspections

7. Sampling Procedures. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the structural pest control inspections scheduled for accomplishment. The appropriate number of samples will be chosen based on the level of surveillance being used. Locations will be chosen on an arbitrary basis.

8. Evaluation Procedures. Within three working days after the Contractor's submittal of a completed DD Form 1070 for a selected pest control inspection, the QAE will make an on-site visit and evaluate quality of work and timely service. Quality of work will be evaluated by inspecting the facility and comparing the results with the completed DD Form 1070. Generally, the quality of work for any given facility will be judged substantially complete if the

Contractor has identified essentially 95% or more of existing pest infestations and damage. In most all instances, where the quality of work is considered unsatisfactory, timely service will also be considered unsatisfactory. Pest management records will be inspected for each sampled service at the end of the month when the invoice is received, and spot checks will be made during the month as required to verify that these records are routinely being completed within 24 hours of performance.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion, a separate work sheet will be used for slab on grade and crawl space facilities. A brief description of any noted defects will be provided, including the total number of square feet in each building inspected (from Attachment J-C11). Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

b. Unscheduled Inspections. Unscheduled inspections may be conducted at any time, but should be limited to buildings, or areas of buildings, that are most susceptible to wood infestation problems. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

c. Call Backs. Reinspection will not normally be allowed since the Contractor would have to perform a detailed inspection as part of treatment, if and when it is ordered.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Buildings in Sample Unsatisfactory}}{\text{Number of Buildings Sampled}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for both timely service and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for timely service or quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached). A separate form will be filled out for crawl space and slab on grade facilities since there are separate prices for each service in the Schedule of Deductions. Note that payment deductions for work requirements judged not substantially complete are calculated based on the square footage of the entire building.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR SCHEDULED STRUCTURAL PEST CONTROL
QUALITY ASSURANCE PLAN #3**

CONTRACT NUMBER : _____

TYPE OF STRUCTURE : _____

SERVICE LOCATION	TOTAL SF OF BUILDING	DATE	WORK REQUIREMENTS			REMARKS
			TIMELY SERVICE	QUALITY OF WORK	DAILY PEST MANAGEMENT RECORDS	

QAE ' S SIGNATURE / DATE

CONTRACTOR ' S SIGNATURE / DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM FOR SCHEDULED STRUCTURAL PEST CONTROL

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD <u>1 JAN 97 - 31 JAN 97</u>	<u>TIMELY SERVICE</u>	<u>QUALITY OF WORK</u>	<u>DAILY RECORDS</u>
A. Relative Value of Services (weight from PRS)	<u>10%</u>	<u>80%</u>	<u>10%</u>
B. Cost per 1000 SF (Schedule of Deductions Item 3.a or 3.b x A ÷ 100)	<u>\$ 2.50</u>	<u>\$ 20.00</u>	<u>\$ 2.50</u>
C. Number of Buildings Sampled	<u>7</u>	<u>7</u>	<u>7</u>
D. Number of Buildings in Sample Unsat	<u>1</u>	<u>1</u>	<u>1</u>
E. Number 1000 SF in Unsat Building	<u>2</u>	<u>2</u>	<u>2</u>
F. Number 1000 SF in Unsat Building Outside Sample	<u>0</u>	<u>0</u>	<u>0</u>
G. Total Defects (E + F)	<u>2</u>	<u>2</u>	<u>2</u>
H. Defect Rate (D ÷ C x 100)	<u>14.2%</u>	<u>14.2%</u>	<u>14.2%</u>
I. Number of Services Reworked by Contractor	<u>0</u>	<u>0</u>	<u>0</u>
J. Number of Services Reworked by Government or Others	<u>0</u>	<u>0</u>	<u>0</u>
K. Net Services Deducted at Schedule Price (G - I - J)	<u>2</u>	<u>2</u>	<u>2</u>
L. Net Amount to Deduct (B x K)	<u>\$ 5.00</u>	<u>\$ 40.00</u>	<u>\$ 5.00</u>
M. Deduct Government Rework, Actual Cost or at Schedule Price (B x J)	<u>0</u>	<u>0</u>	<u>0</u>
N. LDs for Government Rework (20% x M)	<u>0</u>	<u>0</u>	<u>0</u>
O. LDs on All Other Defects [10% x B x (G - J)]	<u>\$.50</u>	<u>\$ 4.00</u>	<u>\$.50</u>
P. Other Adjustments ("-" Indicates Deduction)	<u>0</u>	<u>0</u>	<u>0</u>
Q. Total Deductions (L + M + N + O + P)	<u>\$ 5.50</u>	<u>\$ 44.00</u>	<u>\$ 5.50</u>

TOTAL PAYMENT DEDUCTIONS = \$ 55.00

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #4
SUBTERRANEAN TERMITE, POWDER POST BEETLE, AND CARPENTER ANT CONTROL

1. Contract Requirement. Subterranean Termite, Powder Post Beetle, and Carpenter Ant Control.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Service | Service completed within specified period after order (Paragraph C.9.b) |
| b. Quality of Work | In conformance with quality standards, control levels, and IPM procedures specified, Section C |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 0% |
| b. Quality of Work | 0% |
| c. Daily Pest Management Records | 0% |

4. Quantity of Work. The quantity of work will be the number of treatments ordered to be completed during the month.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. The QAE will evaluate each ordered service to ensure the treatment is completed in accordance with the requirements of paragraph C.9.b and NAVFAC MO-310. At least three inspections will be made for each treatment. The first of these inspections will be performed during pesticide mixing to ensure the correct quantity of pesticide has been calculated and/or all pretreatment requirements have been completed. A portion of the work will be inspected during treatment as required to ensure trench depths are adequate, hole spacings are correct, and other treatment requirements are being adhered to. After the work is completed, spot checks will be made to ensure the entire facility was treated, trenches and holes have been properly filled, and other clean up requirements are completed. Pest management records will be inspected for each treatment at the end of the month when the invoice is received, and spot checks will be made during the month as required to verify these records are routinely being completed within 24 hours of performance. Verify that warranty paperwork, when applicable, is complete and submitted prior to payment for each service. Timely service will be evaluated once at the completion of the task order.

- a. Work Evaluation. Quality of work will be evaluated each time work is inspected. Unless a particular instance of unsatisfactory quality performance

is considered inconsequential to the ultimate quality of the task order had rework not been accomplished, any unsatisfactory quality grade will render the overall task order quality of work grade unsatisfactory. When determining this overall grade, the QAE must carefully consider the total scope of work required and subjectively judge whether it has been substantially completed by the Contractor without an inordinate amount of rework being required. Generally, the QAE should grade a treatment satisfactory overall for quality of work if there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed without rework being required.

b. Evaluation Work Sheets. A grade of either satisfactory (S) or unsatisfactory (U) and a brief description of any noted defects will be recorded on the attached EVALUATION WORK SHEET each time the work is inspected. A separate work sheet will be used for each task order. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

c. Call Backs. Rework will almost always be required and must be completed by the Contractor within 24 hours. Each treatment selected for rework will be inspected and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

a. Using all task orders completed during the month, the QAE will calculate the defect rate for each of the work requirements using the following formula:

$$\text{DR} = \frac{\text{Number of unsatisfactory overall grades} \times 100}{\text{Total number of treatments inspected}}$$

For example:

Number of unsatisfactory overall grades for quality of work = 1
Number of treatments inspected = 4

$$\text{DR for quality of work} = 1 \div 4 \times 100 = 25\%$$

b. If the DR for a work requirement is greater than the MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions, including liquidated damages, will be calculated using the work requirement weights set forth in the PRS table and subtracted from each completed indefinite quantity task order invoiced by the Contractor.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR SUBTERRANEAN TERMITE, POWDER POST BEETLE, AND CARPENTER ANT CONTROL
QUALITY ASSURANCE PLAN #4**

CONTRACT REQUIREMENT: _____

TASK ORDER NUMBER: _____

SERVICE LOCATION: _____

DATE OF TASK ORDER: _____

DATE/TIME	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
	TIMELY SERVICE	QUALITY OF WORK	DAILY PEST MGMT RECORDS			

OVERALL GRADE FOR TIMELY SERVICE (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE + 10% x TASK ORDER VALUE = \$ _____ (A)

OVERALL GRADE FOR QUALITY OF WORK (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 80% x TASK ORDER VALUE = \$ _____ (B)

OVERALL GRADE FOR DAILY PEST MANAGEMENT RECORDS (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE = \$ _____ (C)

TOTAL PAYMENT DEDUCTIONS (A + B + C) = \$ _____

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #5
DRYWOOD TERMITE AND UNSCHEDULED STORED PRODUCTS PEST CONTROL

1. Contract Requirement. Drywood Termite and Unscheduled Stored Products Pest Control.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Service | Service completed within specified period after order (Paragraphs C.9.b and C.10.b) |
| b. Quality of Work | In conformance with quality standards, control levels, and IPM procedures specified [Paragraphs C.9.b(4) and C.10.b] |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 0% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. The quantity of work will be the number of treatments ordered to be completed during the month.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures

a. Drywood Termites. Because of inherent safety problems and the difficulty in determining if control has been obtained after the fact, the QAE will be required to be on site at all key phases of treatment. The QAE will not allow work to proceed without strict Contractor adherence to all requirements. At least one complete inspection will be made prior to introduction of the fumigant into the structure to ensure all safety precautions have been taken and preparation requirements listed in the specification have been properly completed. The QAE will be present to ensure the correct amount of Chloropicrin is used and properly distributed, the Bora-Care™ solution is properly mixed and applied, and the fumigant is being adequately disbursed at the correct dosage. The QAE will periodically check on guards and other safety measures throughout the 24-hour fumigation period, and at each of the required fumigant samplings. After fumigation, the QAE will ensure the building is properly aerated and checked, the building and site have been cleaned up and any damage repaired, pilot lights have been relit, etc. Pest management records for each treatment will be inspected at the end of the month when the invoice is received; spot

checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance. All warranty paperwork must be submitted and verified prior to payment for each service. Timely service will be evaluated once at the completion of the task order.

(1) Work Evaluation. Quality of work will be evaluated each time work is inspected. Unless a particular instance of unsatisfactory quality performance is considered inconsequential to the ultimate quality of the task order had rework not been accomplished, any unsatisfactory quality grade will render the overall task order quality of work grade unsatisfactory. When determining this overall grade, the QAE must carefully consider the total scope of work required and subjectively judge whether it has been substantially completed by the Contractor without an inordinate amount of rework being required. Generally, the QAE should grade a treatment satisfactory overall for quality of work if there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed without rework being required.

(2) Evaluation Work Sheets. A grade of either satisfactory (S) or unsatisfactory (U) and a brief description of any noted defects will be recorded on the attached EVALUATION WORK SHEET each time the work is inspected. A separate work sheet will be used for each task order. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

b. Stored Products Pest Control (Fumigation). The QAE will coordinate with the activity veterinary technician or other appropriate individual to ensure each unscheduled stored products treatment (fumigation) is adequately evaluated. Each service will be inspected prior to gas release, immediately after clearance, and at approximately 30 days after treatment. Quality of work will be considered unsatisfactory if there is visible pest activity immediately after treatment, or if evidence of live insects is found within 30 days after fumigation unless conclusive evidence shows the source of reinfestation is from an unfumigated commodity. Pest management records for each sampled service will be inspected at the end of the month when the invoice is received; spot checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance. Timely service will be evaluated once at the completion of the task order.

(1) Evaluation Work Sheets. A grade of either satisfactory (S) or unsatisfactory (U) and a brief description of any noted defects will be recorded on the attached EVALUATION WORK SHEET each time the work is inspected. A separate work sheet will be used for each task order. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

(2) Call Backs. Rework will normally be required and must be completed by the Contractor within 24 hours. Each retreatment will be inspected and appropriate notations made on the EVALUATION WORK SHEET.

c. Stored Products Pest Control (Residual Insecticide/Space Treatment). The QAE will inspect all work in progress to ensure proper safety precautions are taken and treatment procedures are being followed. Residual insecticide treatment will also be inspected between 48 and 72 hours after the work is completed, and space treatment will be inspected immediately after treatment and the area is opened. In both cases, quality of work will be considered unsatisfactory if there is any visible sign of pest activity. Pest management records for each service will be inspected at the end of the month when the

invoice is received; spot checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance. Timely service will be evaluated once at the completion of the task order.

(1) Evaluation Work Sheets. A grade of either satisfactory (S) or unsatisfactory (U) and a brief description of any noted defects will be recorded on the attached EVALUATION WORK SHEET each time the work is inspected. A separate work sheet will be used for each task order. In the remarks column, note any violations of safety requirements, regulations, or contract standards, such as pesticides not being applied per label instructions, ULV equipment not being calibrated periodically as required, etc. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

(2) Call Backs. Retreatments will almost always be required and must be completed by the Contractor within 24 hours of notification. Each site retreated will be inspected by the QAE to ensure the proper level of control has been achieved and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

a. Using all task orders completed during the month, the QAE will calculate the defect rate for each of the work requirements using the following formula:

$$\text{DR} = \frac{\text{Number of unsatisfactory overall grades}}{\text{Total number of treatments inspected}} \times 100$$

For example:

$$\begin{aligned} \text{Number of unsatisfactory overall grades for quality of work} &= 1 \\ \text{Number of treatments inspected} &= 4 \end{aligned}$$

$$\text{DR for quality of work} = 1 \div 4 \times 100 = 25\%$$

b. If the DR for a work requirement is greater than the MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions, including liquidated damages, will be calculated using the work requirement weights set forth in the PRS table and subtracted from each completed indefinite quantity task order invoiced by the Contractor.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR DRYWOOD TERMITE AND UNSCHEDULED STORED PRODUCTS PEST CONTROL
QUALITY ASSURANCE PLAN #5**

CONTRACT REQUIREMENT: _____

TASK ORDER NUMBER: _____

SERVICE LOCATION: _____

DATE OF TASK ORDER: _____

DATE/TIME	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
	TIMELY SERVICE	QUALITY OF WORK	DAILY PEST MGMT RECORDS			

OVERALL GRADE FOR TIMELY SERVICE (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE +10% x TASK ORDER VALUE = \$ _____ (A)

OVERALL GRADE FOR QUALITY OF WORK (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 80% x TASK ORDER VALUE = \$ _____ (B)

OVERALL GRADE FOR DAILY PEST MANAGEMENT RECORDS (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE = \$ _____ (C)

TOTAL PAYMENT DEDUCTIONS (A + B + C) = \$ _____

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #6
SCHEDULED STORED PRODUCTS INSECT SURVEILLANCE

1. Contract Requirement. Scheduled Stored Products Insect Surveillance.

Work Requirements

Standards of Performance

- | | |
|---------------------------------|--|
| a. Timely Service | Service completed as scheduled
(Paragraph C.7.a) |
| b. Quality of Work | Accurate map, appropriate number and placement of traps, proper trap maintenance, KO notified of potential problems, correct interpretation of trap catch (Paragraph C.10.a) |
| c. Written Surveillance Results | Trap/lure replacement documented, number each type/species of target collected reported, verified reference specimens available (Paragraph C.10.a) |

2. Primary Method of Surveillance. One hundred percent inspection supported by unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------|----|
| a. Timely Service | 5% |
| b. Quality of Work | 5% |
| c. Pest Management Records | 5% |

4. Quantity of Work. The quantity of work will be the number of weekly surveillances scheduled for completion during the month times the total number of pheromone/food attractant traps.

5. Level of Surveillance. Not Applicable.

6. Sample Size. Not Applicable.

7. Sampling Procedures. Not Applicable.

8. Evaluation Procedures. The QAE will visit each building the day following Contractor surveillance and examine all traps, as well as the associated written surveillance results. Each work requirement will be evaluated as satisfactory (S) or unsatisfactory (U) on the attached EVALUATION WORK SHEET. A brief description of any noted defects or actions taken will be recorded, if appropriate. Copies of negative EVALUATION WORK SHEETS will be provided to the Contractor at the end of the working day. Determine that the map/listing provided by the Contractor is accurate, trap density and placement is appropriate for target insects and per manufacturer recommendations, damaged/dirty traps have been replaced, and specimens have been removed/marked to prevent recounting or trap has been replaced. Also ensure trap density is increased when warranted based on proper trap catch interpretation and the KO has been notified of potential pest problems. Review written surveillance results to verify target insects collected have been documented, the quantity of each type/species collected has been recorded, and damaged/dirty trap

replacement is annotated. In addition, verify reference specimens are available.

a. Unscheduled Inspections. Unscheduled inspections shall be conducted to verify that unused lures are stored in the refrigerator or freezer and lures are handled with tweezers. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for 100% inspection.

b. Rework. Rework will be allowed but must be completed within 24 hours of notification. Each trap/associated written surveillance results shall be reinspected to ensure previously documented deficiencies have been corrected. Appropriate notations will be made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions for each work requirement, compare DRs to MADRs, and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$DR = \frac{\text{Number of Unsatisfactory Traps/Reports}}{\text{Total Number of Traps/Reports Inspected}} \times 100$$

b. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

c. If the DR for a work requirement (Item F of the MONTHLY PAYMENT DEDUCTION FORM) is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR SCHEDULED STORED PRODUCTS INSECT SURVEILLANCE
QUALITY ASSURANCE PLAN #6**

CONTRACT NUMBER : _____

BUILDING NUMBER	TRAP LOCATION	DATE/TIME	WORK REQUIREMENTS			REWORK ORDERED DATE/TIME	REWORK COMPLETED DATE/TIME	REMARKS
			TIMELY SERVICE	QUALITY OF WORK	WRITTEN SURVEILLANCE RESULTS			

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

SAMPLE

**MONTHLY PAYMENT DEDUCTION FORM
SCHEDULED STORED PRODUCTS INSECT SURVEILLANCE**

CONTRACT NUMBER: _____

BUILDING NUMBER: _____

SUMMARY FOR THE PERIOD <u>1 JAN 97 - 31 JAN 97</u>	<u>TIMELY SERVICE</u>	<u>QUALITY OF WORK</u>	<u>WRITTEN RESULTS</u>
A. Relative Value of Services (weight from PRS)	<u>10%</u>	<u>45%</u>	<u>45%</u>
B. Cost of Services (Schedule of Deductions Item 4.a or 4.b x A ÷ 100)	<u>\$ 50.00</u>	<u>\$ 225.00</u>	<u>\$ 225.00</u>
C. Actual Number of Traps Inspected	<u>60</u>	<u>60</u>	<u>60</u>
D. Cost per Trap (B ÷ C)	<u>\$.83</u>	<u>\$ 3.75</u>	<u>\$ 3.75</u>
E. Number of Unsatisfactory Traps	<u>0</u>	<u>5</u>	<u>4</u>
F. Defect Rate (E ÷ C x 100)	<u>0%</u>	<u>8.3%</u>	<u>6.7%</u>
G. Unscheduled Inspections (# Unsatisfactory)	<u>N/A</u>	<u>2</u>	<u>N/A</u>
H. Cost of Unsatisfactory Performed Work [(E + G) x D]	<u>\$ 0</u>	<u>\$ 26.25</u>	<u>\$ 15.00</u>
I. Deduct for Liquidated Damages (H x .1)	<u>\$ 0</u>	<u>\$ 2.62</u>	<u>\$ 1.50</u>
J. Rework (Initial Trap Inspection)	<u>N/A</u>	<u>2</u>	<u>N/A</u>
K. Payment for Rework (J x D)	<u>\$ 0</u>	<u>\$ 7.50</u>	<u>\$ 7.50</u>
L. Other Adjustments (" - " indicates a deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
M. Total Deductions (H + I - K + L)	<u>\$ 0</u>	<u>\$ 21.37</u>	<u>\$ 9.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 30.37

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #7
ADULT MOSQUITO SURVEILLANCE

1. Contract Requirement. Adult Mosquito Surveillance.

Work Requirements

Standards of Performance

a. Quality of Work

Trap emptied by 9:00 a.m. Accurate tally provided to KO before noon on scheduled service day, all required information included (Paragraph C.11.a(1))

b. Daily Pest Management Records

Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7)

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

a. Quality of Work

3%

b. Daily Pest Management Records

5%

4. Quantity of Work. The quantity of work will vary depending on the Contractor's approved work schedule and the number of days in the month. The actual quantity will equal the number of light traps multiplied by the number of nights surveillance is performed. For example, if five light traps are to be used for 16 nights during the month, the quantity of work will equal 80.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the DR for quality of work is less than or equal to the MADR. If at minimum surveillance the DR for quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

Minimum - 10% of the quantity of work

Normal - 25% of the quantity of work

7. Sampling Procedures. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the adult mosquito surveillances scheduled to be accomplished, and the appropriate number of samples based on the level of surveillance being used. Locations will be chosen on a rotating basis so that selection will be consistent from month to month and all surveillance locations will periodically be included in the sample.

8. Evaluation Procedures. The QAE will inspect each selected trap location by 9:00 a.m., or as soon thereafter as possible, to verify they are operating properly and have been emptied. Appropriate notations will be made on the attached EVALUATION WORK SHEET. At noon, the QAE will determine if written tallies have been provided for each sampled trap and appropriate information has been provided. Work quality will be graded unsatisfactory overall if the inspected trap is inoperative or not emptied, or if the written tally is not complete or submitted on time. Pest management records for each sampled trap

will be inspected at the end of the month when the invoice is received; spot checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance.

a. Evaluation Work Sheets. Trap and tally information, and grades of either satisfactory (S) or unsatisfactory (U), will be recorded on the attached EVALUATION WORK SHEET for both work requirements. A brief but complete description of any noted defects will be provided. Copies of all negative EVALUATION WORK SHEETS will be furnished to the Contractor.

b. Unscheduled Inspections. Unscheduled inspections may be conducted on any trap location, but should be limited to those where problems have been previously noted. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number in Sample Defective}}{\text{Number of Services Sampled}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DR for quality of work is less than or equal to the MADR, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for either work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

EVALUATION WORK SHEET ADULT MOSQUITO SURVEILLANCE
QUALITY ASSURANCE PLAN #7

CONTRACT NUMBER: _____

TRAP LOCATION	TRAP INSPECTION			WRITTEN TALLY			WORK REQUIREMENTS		REMARKS
	DATE/TIME	TRAP EMPTIED BY 9:00	OPERATING PROPERLY	DATE/TIME	TALLY PROVIDED BY NOON	PROPERLY COMPLETED	QUALITY OF WORK	DAILY PEST MGMT RECORDS	

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM FOR ADULT MOSQUITO SURVEILLANCE

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD <u>1 JAN 97 - 31 JAN 97</u>	<u>TIMELY SERVICE</u>	<u>QUALITY WORK</u>
A. Relative Value of Services (weight from PRS)	<u>90%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 5.a x A ÷ 100)	<u>\$ 22.50</u>	<u>\$ 2.50</u>
C. Population	<u>80</u>	<u>80</u>
D. Number of Services Sampled	<u>20</u>	<u>20</u>
E. Number in Sample Defective	<u>3</u>	<u>2</u>
F. Defects Outside Sample	<u>0</u>	<u>0</u>
G. Total Defects (E + F)	<u>3</u>	<u>2</u>
H. Defect Rate (E ÷ D x 100)	<u>15%</u>	<u>10%</u>
I. Number of Services Reworked by Contractor	<u>N/A</u>	<u>0</u>
J. Number of Services Reworked by Government or Others	<u>N/A</u>	<u>0</u>
K. Net Services Deducted at Schedule Price (G - I - J)	<u>3</u>	<u>2</u>
L. Net Amount to Deduct (B x K)	<u>\$ 67.50</u>	<u>\$ 5.00</u>
M. Deduct Government Rework, Actual Cost or at Schedule Price (B x J)	<u>\$ 0</u>	<u>\$ 0</u>
N. LDs for Government Rework (20% x M)	<u>\$ 0</u>	<u>\$ 0</u>
O. LDs on All Other Defects [10% x B x (G - J)]	<u>\$ 6.75</u>	<u>\$.50</u>
P. Other Adjustments ("-" Indicates Deduction)	<u>\$ 0</u>	<u>\$ 0</u>
Q. Total Deductions (L + M + N + O + P)	<u>\$ 74.25</u>	<u>\$ 5.50</u>

TOTAL PAYMENT DEDUCTIONS = \$ 79.75

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #8
LARVAL SURVEILLANCE AND CONTROL

1. Contract Requirement. Larval Surveillance and Control.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|---|
| a. Timely Service | Dip counts performed when required, and tally provided to KO before 9:00 a.m. [Paragraph C.11.a(2)] |
| b. Quality of Work | Critical level of control not exceeded (Paragraph C.11.c) |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance. Planned sampling supported by unscheduled inspections.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. The quantity of work will be the number of locations in the areas designated in Attachment J-C9 where temporary water stands longer than three days, multiplied by the number of days water is standing during the monthly evaluation period. For example, if there are five locations where temporary water has been standing longer than three days, and it continues to stand for another nine days, the quantity of work would be 45.

5. Level of Surveillance. The normal level of surveillance will be used initially for the contract. Go to minimum surveillance if the DR for quality of work is less than or equal to the MADR. If at minimum surveillance the DR for timely service or quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size. The following sample sizes are established for each level of surveillance.

- Minimum - 10% of the quantity of work
Normal - 25% of the quantity of work

7. Sampling Procedures. The QAE will monitor the designated areas as required during the month to determine if temporary water is standing. Every day during the month when water stands longer than three days, the QAE will select every fourth standing water location for sampling if at normal surveillance and every tenth location if at minimum surveillance. Samples will be chosen on an arbitrary and rotating basis so that all locations will periodically be included in a sample.

8. Evaluation Procedures

a. Work Quality. After each location has been selected, the QAE will make an on-site visit the same day and take a dip count. If the count is at or below the minimum acceptable level of control, quality of work will be evaluated as satisfactory (S) on the attached EVALUATION WORK SHEET. If the count is above the acceptable level of control, the QAE will return in 48 hours to recheck the location and assign either a satisfactory or unsatisfactory (U) quality grade, as appropriate. If unsatisfactory, the Contractor will be advised and the location will be inspected and graded unsatisfactory daily until control is achieved. Copies of all negative EVALUATION WORK SHEETS will be provided to the Contractor.

b. Timeliness. Contractor dip count submittals for the selected locations will be checked for timely submittal and completeness, and the appropriate grade recorded on the EVALUATION WORK SHEET. Counts will be evaluated as unsatisfactory if submitted late or not complete.

c. Records. Pest management records for each sampled service will be inspected at the end of the month when the invoice is received; spot checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance. Missing or incomplete forms will result in an unsatisfactory grade. Record results on the attached EVALUATION WORK SHEET.

d. Unscheduled Inspections. Unscheduled dip counts may be taken at any standing water location, but should be limited to known or suspected larval problem areas, areas where poor performance has been noted previously, etc. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance be modified accordingly; calculate recommended payment deductions for each work requirement; and assess the Contractor's overall performance.

a. The defect rate will be calculated as follows:

$$\text{DR} = \frac{\text{Number in Sample Defective}}{\text{Number of Services Sampled}} \times 100$$

b. The QAE will compare DRs to MADRs and take the following action:

(1) If the DRs for both timely service and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance for the coming evaluation period. If the DR for timely service or quality of work is greater than the MADR, normal surveillance should be used for the coming evaluation period.

(2) If the DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions will be taken for all documented defects and will be calculated on a MONTHLY PAYMENT DEDUCTION FORM (see attached).

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR LARVAL SURVEILLANCE AND CONTROL
QUALITY ASSURANCE PLAN #8**

CONTRACT NUMBER: _____

LOCATION: _____

INITIAL DIP COUNT DATE/TIME: _____

RESULTS: _____

EVALUATION (CIRCLE ONE): SAT UNSAT
(REDIP IN 48 HOURS IF UNSAT)

SECOND DIP COUNT DATE/TIME: _____

RESULTS: _____

EVALUATION (CIRCLE ONE): SAT UNSAT
(IF UNSAT, REDIP DAILY
UNTIL CONTROL ACHIEVED)

SUBSEQUENT DIP COUNTS

<u>DATE/TIME</u>	<u>RESULTS</u>	<u>SAT/UNSAT</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

CONTRACTOR DIP COUNT SUBMITTAL (CIRCLE ONE): SAT UNSAT

PEST MANAGEMENT RECORD (CIRCLE ONE): SAT UNSAT

QAE'S SIGNATURE/DATE: _____

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM FOR LARVAL SURVEILLANCE AND CONTROL

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD <u>1 JAN 97 - 31 JAN 97</u>	<u>TIMELY SERVICE</u>	<u>QUALITY WORK</u>	<u>DAILY RECORDS</u>
A. Relative Value of Services (weight from PRS)	<u>15%</u>	<u>75%</u>	<u>10%</u>
B. Cost of Services (Schedule of Deductions Item 5.b x 20 ÷ 100)	<u>\$ 30.00</u>	<u>\$ 150.00</u>	<u>\$ 20.00</u>
C. Population	<u>40</u>	<u>40</u>	<u>40</u>
D. Cost per Service (B ÷ C)	<u>\$.75</u>	<u>\$ 3.75</u>	<u>\$.50</u>
E. Number of Services Sampled	<u>10</u>	<u>10</u>	<u>10</u>
F. Number in Sample Defective	<u>2</u>	<u>2</u>	<u>2</u>
G. Defects Outside Sample	<u>0</u>	<u>0</u>	<u>0</u>
H. Total Defects (F + G)	<u>2</u>	<u>2</u>	<u>2</u>
I. Defect Rate (F ÷ E x 100)	<u>20%</u>	<u>20%</u>	<u>20%</u>
J. Number of Services Reworked by Contractor	<u>N/A</u>	<u>N/A</u>	<u>0</u>
K. Number of Services Reworked by Government or Others	<u>N/A</u>	<u>N/A</u>	<u>0</u>
L. Net Services Deducted at Schedule Price (H - J - K)	<u>2</u>	<u>2</u>	<u>2</u>
M. Net Amount to Deduct (D x L)	<u>\$ 1.50</u>	<u>\$ 7.50</u>	<u>\$ 1.00</u>
N. Deduct Government Rework, Actual Cost or at Schedule Price (D x K)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. LDs for Government Rework (20% x N)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
P. LDs on All Other Defects [10% x B x (H - K)]	<u>\$ 6.00</u>	<u>\$ 7.50</u>	<u>\$ 4.00</u>
Q. Other Adjustments ("-" Indicates Deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
R. Total Deductions (M + N + O + P + Q)	<u>\$ 7.50</u>	<u>\$ 15.00</u>	<u>\$ 5.00</u>

TOTAL PAYMENT DEDUCTIONS = \$ 27.50

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #9
ADULT MOSQUITO CONTROL AND AERIAL PESTICIDE APPLICATION

1. Contract Requirement. Adult Mosquito Control and Aerial Pesticide Application.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|---|
| a. Timely Service | Service provided within specified period after order [Paragraphs C.11.b(1) and C.11.b(3)] |
| b. Quality of Work | In accordance with quality standards, control levels, and procedures [Paragraphs C.11.b(1) and C.11.b(3)] |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. The quantity of work will be the number of treatments ordered to be completed during the month.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. The QAE will inspect each treatment shortly after work completion. In addition, some treatments will be inspected while work is in progress to ensure the Contractor is strictly adhering to label requirements such as space between swaths, vehicle speed and direction of travel, etc. Quality of work will be considered unsatisfactory if pretreatment counts are not reduced to the required level. Pest management records for each service will be inspected at the end of the month when the invoice is received; spot checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance. Timely service will be evaluated once at the completion of the task order.

a. Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. A brief description of any noted defects will be provided and retreatment information will be recorded, if appropriate. Any observed violations of regulations or contract standards, such as pesticides not being applied per label directions, inappropriate weather conditions, etc., should be recorded in the remarks column. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

b. Call Backs. Retreatments for control failures will almost always be required and must be completed by the Contractor within 24 hours of notification, weather permitting. Each site retreated will be inspected by the QAE to ensure the proper level of control has been achieved. Appropriate information will be recorded on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

a. Using all task orders completed during the month, the QAE will calculate the defect rate for each of the work requirements using the following formula:

$$\text{DR} = \frac{\text{Number of unsatisfactory overall grades}}{\text{Total number of treatments inspected}} \times 100$$

For example:

Number of unsatisfactory overall grades for timeliness = 1
Number of treatments inspected = 11

$$\text{DR for quality of work} = 1 \div 11 \times 100 = 9.1\%$$

b. If the DR for a work requirement is greater than the MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions, including liquidated damages, will be calculated using the work requirement weights set forth in the PRS table and subtracted from each completed indefinite quantity task order invoiced by the Contractor.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR ADULT MOSQUITO CONTROL AND AERIAL PESTICIDE APPLICATION
QUALITY ASSURANCE PLAN #9**

CONTRACT REQUIREMENT: _____

TASK ORDER NUMBER: _____

SERVICE LOCATION: _____

DATE OF TASK ORDER: _____

DATE/TIME	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
	TIMELY SERVICE	QUALITY OF WORK	DAILY PEST MGMT RECORDS			

OVERALL GRADE FOR TIMELY SERVICE (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE + 10% x TASK ORDER VALUE = \$ _____ (A)

OVERALL GRADE FOR QUALITY OF WORK (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 80% x TASK ORDER VALUE = \$ _____ (B)

OVERALL GRADE FOR DAILY PEST MANAGEMENT RECORDS (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE = \$ _____ (C)

TOTAL PAYMENT DEDUCTIONS (A + B + C) = \$ _____

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #10
FILTH FLY CONTROL

1. Contract Requirement. Scheduled and Unscheduled Filth Fly Control.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Service | Service completed as scheduled, or within specified period after order (Paragraphs C.7.a, C.7.b, and C.12) |
| b. Quality of Work | In conformance with quality standards, control levels, and procedures specified (Paragraph C.12) |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance

a. Scheduled Services. Planned sampling supported by unscheduled inspections and validated customer complaints.

b. Unscheduled Services. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. For scheduled services, the quantity of work will be the number of inspections/treatments scheduled by the Contractor for the monthly evaluation period. The quantity of work for unscheduled services will be the number of treatments ordered to be completed during the month.

5. Level of Surveillance

a. Scheduled Services. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the overall DRs for both timely service and quality of work are less than or equal to their MADRs. If at minimum surveillance the overall DR for timely service or quality of work exceeds the MADR, return to normal surveillance.

b. Unscheduled Services. Not applicable.

6. Sample Size. The following sample sizes are established for each level of surveillance.

a. Scheduled Services

Minimum - 10% of the scheduled inspection/treatment locations
Normal - 25% of the scheduled inspection/treatment locations

b. Unscheduled Services. Not applicable.

7. Sampling Procedures

a. Scheduled Services. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the locations for scheduled filth fly control services and the appropriate number of samples based on the level of surveillance being used. Locations will be chosen on a rotating basis so that all locations will periodically be included in a sample.

b. Unscheduled Services. Not applicable.

8. Evaluation Procedures

a. Scheduled Services. Each selected scheduled service must be inspected by the QAE while the work is in progress, or at some point shortly after scheduled completion. Work quality will be considered unsatisfactory if the filth fly population exceeds the specified control level. In most all instances, where the quality of work is considered unsatisfactory, timely service will also be considered unsatisfactory. Pest management records for each sampled service will be inspected at the end of the month when the invoice is received; spot checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance.

(1) Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion, a separate work sheet will be used for each scheduled service frequency. A brief but complete description of any noted defects will be provided and retreatment information will be recorded, if appropriate. Any observed violations of regulations or contract standards, such as pesticides not being applied per label instructions, preparation instructions not being provided to building monitors, etc., should be recorded in the remarks column. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

(2) Unscheduled Inspections. Unscheduled inspections may be conducted on any service location, but should be limited to those where control problems would normally be expected or have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

(3) Validated Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Normally, site visits will be required to validate complaints.

(4) Call Backs. Retreatments for control failures will almost always be required and must be completed by the Contractor within 24 hours of notification. Each site retreated will be inspected by the QAE to ensure the proper level of control has been achieved and the EVALUATION WORK SHEET will be annotated accordingly.

b. Scheduled Services. Scheduled services will be documented on a separate EVALUATION WORK SHEET from that used for unscheduled services. Each work requirement will be evaluated as services are completed and appropriate information recorded.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance, if applicable, be modified accordingly; calculate recommended payment deductions; and assess the Contractor's overall performance.

a. Overall defect rates will be calculated for each work requirement by summarizing the inspection results from all EVALUATION WORK SHEETS, both scheduled and unscheduled, as follows:

$$DR = \frac{\text{Total Number of Defects Observed in Sample}}{\text{Number of Services Sampled}} \times 100$$

b. The QAE will compare overall DRs to MADRs and take the following action:

(1) If the overall DRs for both timely service and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance be used for scheduled services in the coming evaluation period. If the overall DR for timely service or quality of work is greater than the MADR, normal surveillance should be used for scheduled services in the coming evaluation period.

(2) If the overall DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions for scheduled services will be calculated by transferring information on all unsatisfactory work requirements (scheduled services only) from the EVALUATION WORK SHEETS to the attached MONTHLY PAYMENT DEDUCTION FORM. Recommended payment deductions for unscheduled services will be subtracted from each completed indefinite quantity task order invoiced by the Contractor and calculated as follows:

If timely service is unsat, payment deduction =

$$10\% \times \text{task order value} + 10\% \times 10\% \times \text{task order value} = \$ \underline{\hspace{2cm}} \text{ (A)}$$

If work quality is unsat, payment deduction =

$$10\% \times 80\% \times \text{task order value} = \$ \underline{\hspace{2cm}} \text{ (B)}$$

If daily records are unsat, payment deduction =

$$10\% \times 10\% \times \text{task order value} = \$ \underline{\hspace{2cm}} \text{ (C)}$$

$$\text{TOTAL PAYMENT DEDUCTIONS (A + B + C)} = \$ \underline{\hspace{2cm}}$$

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR FILTH FLY CONTROL
QUALITY ASSURANCE PLAN #10**

CONTRACT NUMBER: _____

FREQUENCY¹: _____

TASK ORDER NUMBER ²	SERVICE LOCATION	DATE/ TIME	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
			TIMELY SERVICE	QUALITY WORK	DAILY PEST MGMT RECORDS			

¹ N/A for Unscheduled Services

² N/A for Scheduled Services

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION SUMMARY FORM FOR SCHEDULED FILTH FLY CONTROL

CONTRACT NUMBER: _____

SUMMARY FOR THE PERIOD: 1 JAN 1997 - 31 Jan 1997

SERVICE LOCATION	DATE	UNIT PRICE	VALUE OF UNSATISFACTORY WORK			CREDIT FOR REWORK	LIQUIDATED DAMAGES (10%)	LIQUIDATED DAMAGES (20%)	TOTAL PAYMENT DEDUCTION
			TIMELY SERVICE (10%)	QUALITY WORK (80%)	PEST RECORDS (10%)				
Bldg 3	12/13	\$20.00	\$ 2.00				\$.20		\$ 2.20
Bldg 13	12/13	\$50.00	\$ 5.00	\$40.00		\$40.00	\$ 4.50		\$ 9.50
Bldg 69	12/23	\$25.00			\$ 2.50	\$ 2.50	\$.25		\$.25

QAE'S SIGNATURE/DATE _____

TOTAL PAYMENT DEDUCTIONS = \$ _____

QUALITY ASSURANCE PLAN #11
TURF AND ORNAMENTAL PEST CONTROL

1. Contract Requirement. Scheduled and Unscheduled Turf and Ornamental Pest Control.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Service | Service completed as scheduled, or within specified period after order (Paragraphs C.7.a and C.13) |
| b. Quality of Work | In conformance with quality standards, control levels, and procedures specified (Paragraph C.13) |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance

a. Scheduled Services. Planned sampling supported by unscheduled inspections and validated customer complaints.

b. Unscheduled Services. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. For scheduled services, the quantity of work will be the number of inspections/treatments scheduled by the Contractor for the monthly evaluation period. This quantity will vary considerably from month to month and will depend on the season of the year, as well as the pests to be controlled. The quantity of work for unscheduled services will be the number of treatments ordered to be completed during the month.

5. Level of Surveillance

a. Scheduled Services. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the overall DRs for timely service and quality of work are less than or equal to their MADRs. If at minimum surveillance the overall DR for timely service or quality of work exceeds the MADR, return to normal surveillance.

b. Unscheduled Services. Not applicable.

6. Sample Size. The following sample sizes are established for each level of surveillance.

a. Scheduled Services

Minimum - 10% of the scheduled inspection/treatment locations
Normal - 25% of the scheduled inspection/treatment locations

b. Unscheduled Services. Not applicable.

7. Sampling Procedures

a. Scheduled Services. Prior to the beginning of the month, the Contractor's approved schedule will be used to determine the locations for scheduled turf and ornamental pest control services and the appropriate number of samples (e.g., lawn areas, shrubs, etc.) based on the level of surveillance being used. For ongoing services such as fire ant control, locations will be chosen on a rotating basis so that all locations will periodically be included in a sample.

b. Unscheduled Services. Not applicable.

8. Evaluation Procedures

a. Scheduled Services. Each selected scheduled service must be inspected by the QAE while the work is in progress, or at some point shortly after scheduled completion. Work quality will be considered unsatisfactory if the population of a turf or ornamental pest exceeds the specified control level. In most all instances, where the quality of work is considered unsatisfactory, timely service will also be considered unsatisfactory. Pest management records for each sampled service will be inspected at the end of the month when the invoice is received; spot checks will be made during the month as required to verify records are routinely being completed within 24 hours of performance.

(1) Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion, a separate work sheet will be used for each pest being controlled. A brief but complete description of any noted defects will be provided and retreatment information will be recorded, if appropriate. Any observed violations of regulations or contract standards, such as pesticides not being applied per label instructions, preparation instructions not being provided to building monitors, etc., should be recorded in the remarks column. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

(2) Unscheduled Inspections. Unscheduled inspections may be conducted on any service location, but should be limited to those where control problems would normally be expected or have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

(3) Validated Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Normally, site visits will be required to validate complaints.

(4) Call Backs. Retreatments for control failures will almost always be required and must be completed by the Contractor within 24 hours of notification. Each site retreated will be inspected by the QAE to ensure the proper level of control has been achieved and the EVALUATION WORK SHEET will be annotated accordingly.

b. Unscheduled Services. Unscheduled services will be documented on a separate EVALUATION WORK SHEET than that used for unscheduled services. Each

work requirement will be evaluated as services are completed and appropriate information recorded.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance, if applicable, be modified accordingly; calculate recommended payment deductions; and assess the Contractor's overall performance.

a. Overall defect rates will be calculated for each work requirement by summarizing the inspection results from all EVALUATION WORK SHEETS, both scheduled and unscheduled, as follows:

$$DR = \frac{\text{Total Number of Defects Observed in Sample}}{\text{Number of Services Sampled}} \times 100$$

b. The QAE will compare overall DRs to MADRs and take the following action:

(1) If the overall DRs for both timely service and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance be used for scheduled services in the coming evaluation period. If the overall DR for timely service or quality of work is greater than the MADR, normal surveillance should be used for scheduled services in the coming evaluation period.

(2) If the overall DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions for scheduled services will be calculated on a MONTHLY PAYMENT DEDUCTION FORM. A separate form will be filled out for each type of treatment since there are separate prices for each service in the Schedule of Deductions. For example, if both shrub and tree bagworm control, and both critical and non-critical area fire ant control services are performed during the month, four MONTHLY PAYMENT DEDUCTION FORMs will be filled out. A sample MONTHLY PAYMENT DEDUCTION FORM for shrub bagworm control is attached. Recommended payment deductions for unscheduled services will be subtracted from each completed indefinite quantity task order invoiced by the Contractor and calculated as follows:

If timely service is unsat, payment deduction =

$$10\% \times \text{task order value} + 10\% \times 10\% \times \text{task order value} = \$ \underline{\hspace{2cm}} \text{ (A)}$$

If work quality is unsat, payment deduction =

$$10\% \times 80\% \times \text{task order value} = \$ \underline{\hspace{2cm}} \text{ (B)}$$

If daily records are unsat, payment deduction =

$$10\% \times 10\% \times \text{task order value} = \$ \underline{\hspace{2cm}} \text{ (C)}$$

$$\text{TOTAL PAYMENT DEDUCTIONS (A + B + C)} = \$ \underline{\hspace{2cm}}$$

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR TURF AND ORNAMENTAL PEST CONTROL
QUALITY ASSURANCE PLAN #11**

CONTRACT NUMBER: _____

PEST TYPE¹: _____

TASK ORDER NUMBER ²	DATE/ TIME	SERVICE LOCATION	TYPE TREATMENT (SHRUB, TREE, CRITICAL, NON- CRITICAL)	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
				TIMELY SERVICE	QUALITY WORK	DAILY PEST MGMT RECORDS			

¹ N/A for Unscheduled Services

² N/A for Scheduled Services

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

SAMPLE

MONTHLY PAYMENT DEDUCTION FORM FOR SCHEDULED TURF AND ORNAMENTAL PEST CONTROL

CONTRACT NUMBER: _____

PEST: Shrub Bagworm Control

SUMMARY FOR THE PERIOD <u>1 JAN 97 - 31 JAN 97</u>	<u>TIMELY SERVICE</u>	<u>QUALITY WORK</u>	<u>DAILY RECORDS</u>
A. Relative Value of Services (weight from PRS)	<u>10%</u>	<u>80%</u>	<u>10%</u>
B. Cost of Services (from Schedule of Deductions)	<u>\$.05</u>	<u>\$.40</u>	<u>\$.05</u>
C. Population	<u>834</u>	<u>834</u>	<u>834</u>
D. Number of Services Sampled	<u>209</u>	<u>209</u>	<u>209</u>
E. Number in Sample Defective	<u>27</u>	<u>27</u>	<u>0</u>
F. Defects Outside Sample	<u>6</u>	<u>6</u>	<u>0</u>
G. Total Defects (E + F)	<u>33</u>	<u>33</u>	<u>0</u>
H. Defect Rate (E ÷ D x 100)	<u>12.9%</u>	<u>12.9%</u>	<u>0%</u>
I. Number of Services Reworked by Contractor	<u>N/A</u>	<u>23</u>	<u>0</u>
J. Number of Services Reworked by Government or Others	<u>N/A</u>	<u>0</u>	<u>0</u>
K. Net Services Deducted at Schedule Price (G - I - J)	<u>33</u>	<u>10</u>	<u>0</u>
L. Net Amount to Deduct (B x K)	<u>\$ 1.65</u>	<u>\$ 4.00</u>	<u>\$ 0</u>
M. Deduct Government Rework, Actual Cost or at Schedule Price (B x J)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
N. LDs for Government Rework (20% x M)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
O. LDs on All Other Defects [10% x B x (G - J)]	<u>\$.16</u>	<u>\$ 1.32</u>	<u>\$ 0</u>
P. Other Adjustments ("-" Indicates Deduction)	<u>\$ 0</u>	<u>\$ 0</u>	<u>\$ 0</u>
Q. Total Deductions (L + M + N + O + P)	<u>\$ 1.81</u>	<u>\$ 5.32</u>	<u>\$ 0</u>

TOTAL PAYMENT DEDUCTIONS = \$ 7.13

AUTHORIZED SIGNATURE/DATE

QUALITY ASSURANCE PLAN #12
SCHEDULED WEED CONTROL

1. Contract Requirement. Scheduled Weed Control.

Work Requirements

Standards of Performance

- | | |
|----------------------------------|--|
| a. Timely Service | Service completed as scheduled
(Paragraphs C.7.a and C.14) |
| b. Quality of Work | In conformance with quality standards,
control levels, and procedures specified
(Paragraph C.14) |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST
6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance

- a. Lawn/Other Grass Areas. One hundred percent inspection.
- b. Vegetation Control. Planned sampling supported by unscheduled inspections and validated customer complaints.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|----------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. The quantity of work for broad-leaved weed/sapling control in lawn and other grass areas, which is accomplished annually in April !OR INSERT OTHER MONTH, IF APPROPRIATE!, will equal the number of grass areas shown in Attachment J-C12. The quantity of work for vegetation control will equal the number of areas shown in Attachment J-C12 required to be maintained vegetation free.

5. Level of Surveillance

- a. Lawn/Other Grass Areas. Not applicable.
- b. Vegetation Control. The normal level of surveillance will be used initially for the contract. Go to or retain minimum surveillance if the overall DRs for both timely service and quality of work are less than or equal to their MADRs. If at minimum surveillance the overall DR for timely service or quality of work exceeds the MADR, return to normal surveillance.

6. Sample Size

- a. Lawn/Other Grass Areas. Not applicable.
- b. Vegetation Control. The following sample sizes are established for each level of surveillance.

Minimum - 10% of the controlled areas
Normal - 25% of the controlled areas

7. Sampling Procedures

a. Lawn/Other Grass Areas. Not applicable.

b. Vegetation Control. Each month, the QAE will choose the appropriate number of areas to inspect based on the level of surveillance being used. Areas will be chosen on an arbitrary and rotating basis so that selection will be consistent from month to month and all controlled areas will periodically be included in the sample.

8. Evaluation Procedures

a. Lawn/Other Grass Areas. The QAE will inspect all areas at least 30 days after the Contractor's scheduled treatment/application. Work quality will be considered satisfactory if control has been achieved. If treatment/application is not completed in accordance with the Contractor's approved schedule, timely service will be considered unsatisfactory. Pest management records will be inspected at the end of the month when the invoice is received. The QAE will ensure records were completed within 24 hours of each treatment or application.

(1) Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion, separate work sheets will be used for broad-leaved weed/sapling control and vegetation control. A brief but complete description of any noted defects, including the quantity of unsatisfactory work, will be provided and retreatment information recorded, if appropriate. Any violations of regulations or contract standards, such as pesticides not being applied per label instructions, will be annotated in the remarks column. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

(2) Call Backs. Retreatments will almost always be required and must be completed by the Contractor within 24 hours of notification. Each site retreated will be inspected by the QAE to ensure control has been achieved and appropriate notations completed on the EVALUATION WORK SHEET.

b. Vegetation Control. Selected areas may be inspected any time during the month after the initial control period (45 days after contract start) since they must remain vegetation free at all times. Quality of work evaluations will be based on the concept of substantial completion. In general, work will be judged substantially complete (satisfactory) in an area if there is no omission of essential work and essentially 95% or more of the total work has been completed without rework being required. In most all instances, where the quality of work is considered unsatisfactory, timely service will also be considered unsatisfactory. Pest management records will be inspected for each sampled service at the end of the month when the invoice is received, and spot checks will be made during the month as required to verify that these records are routinely being completed within 24 hours of the service being completed.

(1) Evaluation Work Sheets. Grades of either satisfactory (S) or unsatisfactory (U) will be recorded on the attached EVALUATION WORK SHEET for each work requirement. To avoid confusion, separate work sheets will be used for broad-leaved weed/sapling control and vegetation control. A brief but complete description of any noted defects, including the quantity of unsatisfactory work, will be provided and retreatment information recorded, if

appropriate. Any violations of regulations or contract standards, such as pesticides not being applied per label instructions, will be annotated in the remarks column. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

(2) Unscheduled Inspections. Unscheduled inspections may be conducted on any service location, but should be limited to those where control problems would normally be expected or have been noted previously. Unscheduled inspections should be documented on a separate EVALUATION WORK SHEET from that used for planned sampling.

(3) Validated Customer Complaints. The QAE will validate each customer complaint received on the standard customer complaint form. Normally, site visits will be required to validate complaints.

(4) Call Backs. Retreatments will almost always be required and must be completed by the Contractor within 24 hours of notification. Each site retreated will be inspected by the QAE to ensure control has been achieved and appropriate notations completed on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections; calculate DRs, compare to MADRs, and recommend the level of surveillance, if applicable, be modified accordingly; calculate recommended payment deductions for each work requirement (vegetation control only); and assess the Contractor's overall performance.

a. Overall defect rates will be calculated for each work requirement by summarizing the inspection results from all EVALUATION WORK SHEETS, both broad-leaved weed/sapling control and vegetation control, as follows:

$$DR = \frac{\text{Number of Unsatisfactory Areas Sampled}}{\text{Total Number of Areas Sampled}} \times 100$$

b. The QAE will compare overall DRs to MADRs and take the following action:

(1) If the overall DRs for both timely service and quality of work are less than or equal to their MADRs, the QAE should recommend minimum surveillance be used for vegetation control in the coming evaluation period. If the overall DR for timely service or quality of work is greater than the MADR, normal surveillance should be used for vegetation control in the coming evaluation period.

(2) If the overall DR for any work requirement is greater than its MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Payment deductions will not be taken for broad-leaved weed/sapling control. However, invoices will be approved for payment only when control is achieved in all areas. Recommended payment deductions will be taken for all documented vegetation control defects and will be calculated as follows using the attached EVALUATION WORK SHEET:

(1) Deductions for vegetation found along fence lines and inside transformer stations/gravel parking areas will be calculated using EPS, or some other appropriate estimating procedure.

(2) Deductions for vegetation found in joints and cracks of paved areas will be calculated using the rates provided by the Contractor in the Schedule of Deductions, Item 8.c. For example, if the Contractor provided a rate of \$.012/foot/day, 50 feet of vegetation is identified, and there are 20 working days in the month, the deduction is \$12.00 ($$.012 \times 50 \times 20$).

(3) Deductions for vegetation found within one foot of mowing obstructions will be calculated using the rate provided by the Contractor in the Schedule of Deductions, Item 8.d.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR BROAD-LEAVED WEED/SAPLING CONTROL
QUALITY ASSURANCE PLAN #12**

CONTRACT NUMBER: _____

SERVICE LOCATION	QUANTITY UNSAT (LF, SF, ETC.)	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
		TIMELY SERVICE	QUALITY WORK	DAILY PEST RECORDS			

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

**EVALUATION WORK SHEET FOR VEGETATION CONTROL
QUALITY ASSURANCE PLAN #12**

RATES: Pavement - \$_____/Foot/Day Paved Ditches - \$_____/Foot/Day Other Areas - \$_____/Mowing Obstruction/Day

CONTRACT NUMBER: _____

WORKING DAYS PER MONTH (WD/M): _____

SERVICE LOCATION	QUANTITY UNSAT (LF, SF, ETC.)	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	PAYMENT DEDUCTIONS (RATE x QTY UNSAT x WD/M OR EPS)	REMARKS
		TIMELY SERVICE	QUALITY WORK	DAILY PEST RECORDS				

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

QUALITY ASSURANCE PLAN #13
UNSCHEDULED MISCELLANEOUS PEST CONTROL

1. Contract Requirement. Unscheduled Miscellaneous Pest Control Services.

Work Requirements

Standards of Performance

- | | |
|-------------------------------------|--|
| a. Timely Service | Service provided within specified period after order (Paragraph C.15) |
| b. Quality of Work | In conformance with quality standards, control levels, and procedures specified (Paragraph C.15) |
| c. Daily Pest Management Records | Completed in accordance with OPNAVINST 6250.4 (series) (Attachment J-C7) |

2. Primary Method of Surveillance. One hundred percent inspection.

3. Maximum Allowable Defect Rate (MADR)

- | | |
|-------------------------------------|----|
| a. Timely Service | 3% |
| b. Quality of Work | 3% |
| c. Daily Pest Management Records | 5% |

4. Quantity of Work. The quantity of work will be the number of services ordered to be completed during the month.

5. Level of Surveillance. Not applicable.

6. Sample Size. Not applicable.

7. Sampling Procedures. Not applicable.

8. Evaluation Procedures. The QAE will evaluate the Contractor's performance at least once for each service ordered, normally by determining if control has been achieved immediately after receiving notice that work is complete. Unscheduled services with several key work phases may require a number of inspections during work performance, and each service should be inspected periodically while work is in progress to ensure the Contractor is complying with all required contractual and regulatory provisions, such as pesticide label instructions, personnel requirements, etc. Pest management records will be inspected for each service at the end of the month when the invoice is received, and spot checks will be made during the month as required to verify these records are routinely being completed within 24 hours of performance. Timely service will be evaluated once at the completion of the task order.

 a. Work Evaluation. Quality of work will be evaluated each time work is inspected. Unless a particular instance of unsatisfactory quality performance is considered inconsequential to the ultimate quality of the task order had rework not been accomplished, any unsatisfactory quality grade will render the overall task order quality of work grade unsatisfactory. When determining this overall grade, the QAE must carefully consider the total scope of work required and subjectively judge whether it has been substantially completed by the Contractor without an inordinate amount of rework being required. Generally,

the QAE should grade a service satisfactory overall for quality of work if there has been no willful departure from the contract, there is no omission of essential work, and essentially 95% or more of the total work has been completed without rework being required.

b. Evaluation Work Sheets. A grade of either satisfactory (S) or unsatisfactory (U) and a brief description of any noted defects will be recorded on the attached EVALUATION WORK SHEET each time the work is inspected. A separate work sheet will be used for each task order. Provide copies of all negative EVALUATION WORK SHEETS to the Contractor.

c. Call Backs. Rework will almost always be required and must be completed by the Contractor within 24 hours. Each service selected for rework will be inspected and appropriate notations made on the EVALUATION WORK SHEET.

9. Analysis of Results. At the end of the month, the QAE will summarize the results of the month's inspections, calculate DRs and recommended payment deductions, compare DRs to MADRs, and assess the Contractor's overall performance.

a. Using all task orders completed during the month, the QAE will calculate the defect rate for each of the work requirements using the following formula:

$$\text{DR} = \frac{\text{Number of unsatisfactory overall grades}}{\text{Total number of services inspected}} \times 100$$

For example:

Number of unsatisfactory overall grades for quality of work = 1
Number of task orders inspected = 4

$$\text{DR for quality of work} = 1 \div 4 \times 100 = 25\%$$

b. If the DR for a work requirement is greater than the MADR, the QAE should recommend to the FSCM that a CDR be issued to the Contractor, or that stronger action be taken.

c. Recommended payment deductions, including liquidated damages, will be calculated using the work requirement weights set forth in the PRS table and subtracted from each completed indefinite quantity task order invoiced by the Contractor.

d. The QAE will monitor the Contractor's overall performance and recommend appropriate administrative actions to the FSCM when performance is less than satisfactory. NAVFAC Form 11300/11 will be used for evaluation and reporting.

**EVALUATION WORK SHEET FOR UNSCHEDULED MISCELLANEOUS PEST CONTROL
QUALITY ASSURANCE PLAN #13**

CONTRACT REQUIREMENT: _____

TASK ORDER NUMBER: _____

SERVICE LOCATION: _____

DATE OF TASK ORDER: _____

DATE/TIME	WORK REQUIREMENTS			CALL BACK DATE/TIME	RETREAT DATE/TIME	REMARKS
	TIMELY SERVICE	QUALITY OF WORK	DAILY PEST MGMT RECORDS			

OVERALL GRADE FOR TIMELY SERVICE (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE +10% x TASK ORDER VALUE = \$_____ (A)

OVERALL GRADE FOR QUALITY OF WORK (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 80% x TASK ORDER VALUE = \$_____ (B)

OVERALL GRADE FOR DAILY PEST MANAGEMENT RECORDS (CIRCLE ONE): SAT/UNSAT

IF UNSAT, PAYMENT DEDUCTION = 10% x 10% x TASK ORDER VALUE = \$_____ (C)

TOTAL PAYMENT DEDUCTIONS (A + B + C) = \$_____

QAE'S SIGNATURE/DATE

CONTRACTOR'S SIGNATURE/DATE

IV. CONTRACTOR'S OVERALL PERFORMANCE EVALUATION. NAVFAC MO-327 and the NAVFAC FOCAS User Manual provide guidance in determining the Contractor's overall monthly performance for each service; how to use the PRS table and the QAE's inspection results to calculate the total payment due for each service; and how to go about correcting problem areas of performance. This paragraph provides additional information on the completion of the MONTHLY PAYMENT DEDUCTION FORMS included in each sample QA plan, and includes a sample MONTHLY SUMMARY REPORT.

A. Monthly Payment Deduction Form. These forms are very useful for summarizing the results of each month's inspections and illustrate how the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" and "ESTIMATING THE PRICE OF NONPERFORMED OR UNSATISFACTORY WORK" clauses, the Schedule of Deductions, the PRS table, and the QAE's completed EVALUATION WORK SHEETS are all used in calculating the total payment due for each contract requirement. The format for these forms should be tailored by the user. Other formats may be found in NAVFAC MO-327, and as mentioned previously, FOCAS will perform and document basically the same calculations.

B. Analysis of Results. The end result of the monthly inspection process is the overall evaluation of the Contractor's performance for the services inspected. Such an evaluation provides a summary of the Contractor's performance to the Contracting Officer, FSCM, QAE, customer representatives, and the Contractor. Overall performance is important in determining whether to increase, decrease, or maintain surveillance at the same level; whether to issue one or more CDRs to the Contractor or take stronger administrative actions; and points out service areas which require greater QAE and Contractor QC emphasis during the coming evaluation period. Therefore, at the end of each month, the QAE should complete and forward for the FSCM's approval a MONTHLY SUMMARY REPORT, in a format similar to the sample shown in Table 1. Almost all the information required to complete this summary can be taken directly from the MONTHLY PAYMENT DEDUCTION FORM or EVALUATION WORK SHEET included in the sample QA Plans.

C. Contract Discrepancy Report (CDR). When the Contractor's overall performance for any given work requirement is unsatisfactory, the QAE will recommend to the FSCM that a CDR be issued. Instructions on the use of CDRs, along with a typical format, are included in Chapter 6 of NAVFAC MO-327.

D. Recommended Payment Deductions. The QAE will recommend to the FSCM those payment deductions that should be made at the end of each month. All work documented as not in compliance with contract requirements (nonperformed or unsatisfactorily performed) is subject to payment deductions plus an administrative cost (liquidated damages) in accordance with the provisions of the "CONSEQUENCES OF CONTRACTOR'S FAILURE TO PERFORM REQUIRED SERVICES" clause, Section E. Since Government forces are normally not available, the Contractor will usually be required to reperform the work. The appropriate liquidated damages percentage, either Contractor or in-house work force, will be used.

TABLE 1

SAMPLE MONTHLY SUMMARY REPORT FOR PEST CONTROL SERVICES

Sheet 1 of 2

CONTRACT NUMBER: _____

	QUANTITY COMPLETED	MADR	DR	CDR Y/N	RATING S/U	PAYMENT DEDUCTIONS
QA PLAN #1						
SERVICE CALLS						
Timely Service (20%)		3%				
Quality of Work (60%)		3%				
Proper Procedures Followed (10%)		5%				
Daily Pest Management Records (10%)		5%				
QA PLAN #2						
SCHEDULED NUISANCE PEST CONTROL						
Timely Service (15%)		3%				
Quality of Work (75%)		3%				
Daily Pest Management Records (10%)		5%				
QA PLAN #3						
SCHEDULED STRUCTURAL PEST CONTROL						
Timely Service (10%)		3%				
Quality of Work (80%)		3%				
Daily Pest Management Records (10%)		5%				
QA PLAN #4						
SUBTERRANEAN TERMITE, POWDER POST BEETLE, AND CARPENTER ANT CONTROL						
Timely Service (10%)		0%				
Quality of Work (80%)		0%				
Daily Pest Management Records (10%)		0%				
QA PLAN #5						
DRYWOOD TERMITE/UNSCHEDULED STORED PRODUCTS						
Timely Service (10%)		3%				
Quality of Work (80%)		0%				
Daily Pest Management Records (10%)		5%				
QA PLAN #6						
SCHEDULED STORED PRODUCTS PEST CONTROL						
Timely Service (10%)		5%				
Quality of Work (45%)		5%				
Daily Pest Management Records (45%)		5%				
QA PLAN #7						
SCHEDULED ADULT MOSQUITO SURVEILLANCE						
Quality of Work (90%)		3%				
Daily Pest Management Records (10%)		5%				
QA PLAN #8						
SCHEDULED LARVAL MOSQUITO SURVEILLANCE AND CONTROL						
Timely Service (15%)		3%				
Quality of Work (75%)		3%				
Daily Pest Management Records (10%)		5%				
QA PLAN #9						
ADULT MOSQUITO CONTROL/AERIAL PESTICIDE APPLICATION						
Timely Service (10%)		3%				
Quality of Work (80%)		3%				
Daily Pest Management Records (10%)		5%				

	QUANTITY COMPLETED	MADR	DR	CDR Y/N	RATING S/U	PAYMENT DEDUCTIONS
QA PLAN #10						
FILTH FLY CONTROL						
Timely Service (10%)		3%				
Quality of Work (80%)		3%				
Daily Pest Management Records (10%)		5%				
QA PLAN #11						
TURF AND ORNAMENTAL PEST CONTROL						
Timely Service (10%)		3%				
Quality of Work (80%)		3%				
Daily Pest Management Records (10%)		5%				
QA PLAN #12						
SCHEDULED WEED CONTROL						
Timely Service (10%)		3%				
Quality of Work (80%)		3%				
Daily Pest Management Records (10%)		5%				
QA PLAN #13						
UNSCHEDULED MISCELLANEOUS PEST CONTROL						
Timely Service (10%)		3%				
Quality of Work (80%)		3%				
Daily Pest Management Records (10%)		5%				

TOTAL PAYMENT DEDUCTIONS = \$_____

CONTRACTOR'S OVERALL PERFORMANCE FOR THE MONTH:

SATISFACTORY_____ UNSATISFACTORY_____

Submitted By: _____
QAE'S SIGNATURE/DATE

Approved By: _____
FSCM'S SIGNATURE/DATE

END OF QUALITY ASSURANCE GUIDE